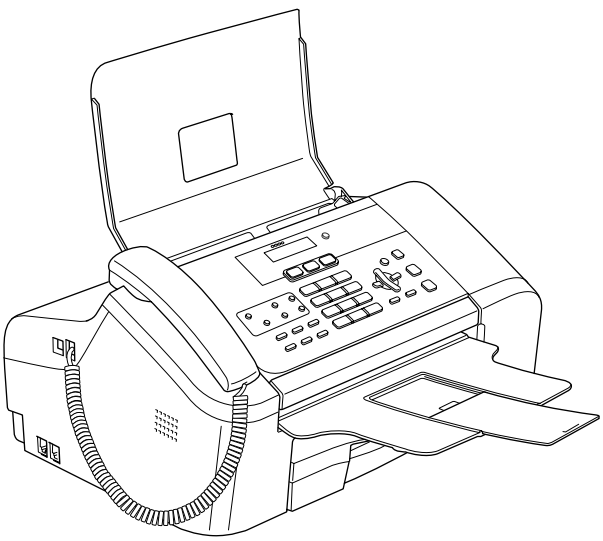
USER'S GUIDE

MFC-3360C



If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-3360C

Serial Number: [1] _____

Date of Purchase: _____

Place of Purchase: _____

[1] **The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.**

Register your product on-line at

http://www.brother.com/registration/

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt; and
- may support an insurance claim by you in the event of product loss covered by insurance.

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Approval Information and Compilation and Publication Notice

THIS EQUIPMENT IS DESIGNED TO WORK WITH A TWO WIRE ANALOGUE PSTN LINE FITTED WITH THE APPROPRIATE CONNECTOR.

APPROVAL INFORMATION

Brother advises that this product may not function correctly in a country other than where it was originally purchased, and does not offer any warranty in the event that this product is used on public telecommunication lines in another country.

Compilation and Publication Notice

Under the supervision of Brother Industries Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

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Section I

General

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1 General Information

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies specific keys on the machine's control panel.
Italics	Italicized typeface emphasizes an important point or refers you to a related topic.
`Courier New`	Text in the Courier New font identifies messages on the LCD of the machine.

Warnings tell you what to do to prevent possible personal injury.

Electrical Hazard icons alert you to possible electrical shock.

Cautions specify procedures you must follow or avoid to prevent possible damage to the machine or other objects.

Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.

Improper Setup icons alert you to devices and operations that are not compatible with the machine.

Accessing the Software User's Guide

This User's Guide does not contain all the information about the machine such as how to use Printer, Scanner and PC Fax. When you are ready to learn detailed information about these operations, read the Software User's Guide that is on the CD-ROM.

Viewing Documentation

Viewing Documentation (For Windows®)

To view the documentation, from the **Start** menu, point to **Brother**, **MFC-XXXX** (where XXXX is your model name) from the programs group, and then select **User's Guide**.

If you have not installed the software, you can find the documentation by following the instructions below:

1. Turn on your PC. Insert the Brother CD-ROM into your CD-ROM drive.
2. If the model name screen appears, click your model name.

3 If the language screen appears, click your language. The CD-ROM main menu will appear.

Note

If this window does not appear, use Windows® Explorer to run the setup.exe program from the root directory of the Brother CD-ROM.

4 Click **User's Guide** to view the Software User's Guide in HTML format.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

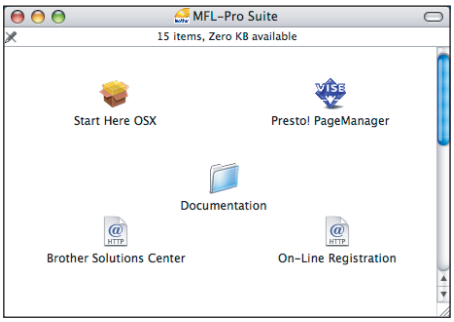
- *Scanning*
  (For Windows® 98/98SE/Me/2000 Professional and Windows® XP)
- *ControlCenter3*
  (For Windows® 98/98SE/Me/2000 Professional and Windows® XP)

PaperPort® SE with OCR User's Guide

- Instructions for scanning directly from ScanSoft® PaperPort® SE with OCR User's Guide. The complete ScanSoft® PaperPort® SE with OCR User's Guide can be viewed from the Help selection in the ScanSoft® PaperPort® SE with OCR application.

Viewing Documentation (For Macintosh®)

1 Turn on your Macintosh®. Insert the Brother CD-ROM into your CD-ROM drive. The following window will appear.



2 Double-click the **Documentation** icon.

3 Double-click your language folder.

4 Double-click the Top Page file to view the Software User's Guide in HTML format.

- **Software User's Guide**: Software User's Guide in HTML format

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
  (For Mac OS® X 10.2.4 or greater)
- *ControlCenter2*
  (For Mac OS® X 10.2.4 or greater)

Presto!® PageManager® User's Guide

- Instructions for scanning directly from Presto!® PageManager®. The complete Presto!® PageManager® User's Guide can be viewed from the Help selection in the Presto!® PageManager® application.

Control panel overview

MFC-3360C

1 Power Save

Lets you put the machine into Power Save mode.

2 LCD (liquid crystal display)

Displays messages on the screen to help you set up and use your machine.

3 One-Touch keys

Instantly accesses your stored Quick-Dial numbers.

- **Shift**

  When held down, lets you access One-Touch numbers **6** to **10**.

4 Fax keys

- **Redial/Pause**

  Redials the last number called. It also inserts a pause when programming quick-dial numbers.

- **Resolution**

  Lets you temporarily change the resolution when sending a fax.

- **Hook/Hold**

  Press before dialing if you want to make sure a fax machine will answer, and then press **Mono Start** or **Colour Start**.

  Also, lets you place telephone calls on hold.

- **Recall**

  Use this key to gain access to an outside line (Australia and New Zealand only), or transfer a call to another extension when the machine is connected to a PABX.

5 Copy key

- **Copy Options**

  Lets you temporarily change multiple copy settings when in copy mode.

6 Ink Management

Lets you clean the print head, print a test page to check the print quality, and check the available ink volume.

7 Dial Pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

The **#** key lets you temporarily switch the dialling mode during a telephone call from Pulse to Tone.

8 Menu keys:

- **Menu**

  Lets you access the menu to program your settings into the machine.

- **▲ Search/Speed Dial**

  Lets you look up and dial numbers that are stored in the memory.

- **Volume keys**

  ◀ ▶

  In Fax mode, you can press these keys to adjust the ring volume.

- **◀**

  Press to scroll backward to a menu selection.

- **▲ or ▼**

  Press to scroll through the menus and options.

- **Clear/Back**

  Press to cancel the current setting, and go back to the previous menu.

- **OK**

  Lets you store your settings in the machine, or select an item.

9 Start keys:

- **Colour**

  Lets you start sending faxes or making copies in full colour. Also lets you start a scanning operation (in colour or mono, depending on the scanning setting in the ControlCenter software).

- **Mono**

  Lets you start sending faxes or making copies in monochrome. Also lets you start a scanning operation (in colour or mono, depending on the scanning setting in the ControlCenter software).

10 **Stop/Exit**

Stops an operation or exits from a menu.

11 Mode keys:

- **Fax**

  Lets you access Fax mode.

- **Scan**

  Lets you access Scan mode.

- **Copy**

  Lets you access Copy mode.

2 Loading documents and paper

Loading documents

You can send a fax, make copies, and scan from the ADF (automatic document feeder).

Using the ADF

The ADF can hold up to 20 pages and feeds each sheet individually. Use standard 80 g/m^2 (20 lb) paper and always fan the pages before putting them in the ADF.

Recommended environment

Temperature:	20 to 30° C (68 to 86° F)
Humidity:	50% to 70%
Paper:	80 g/m^2 A4 (20 lb LTR)

Document Sizes and Weight Supported

Length:	127 to 355.6 mm (5 to 14 in.)
Width:	89 to 215.9 mm (3.5 to 8.5 in.)
Weight:	64 to 90 g/m^2 (17 to 24 lb)

How to load documents

CAUTION

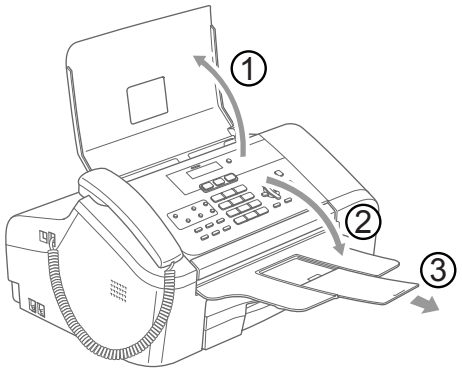
DO NOT pull on the document while it is feeding.

DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.

DO NOT use cardboard, newspaper or fabric.

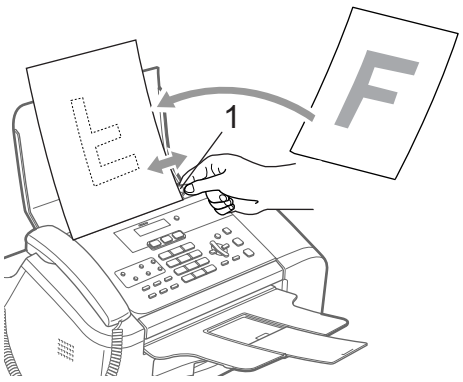
- Make sure documents written with ink are completely dry.

1. Open the document support (1) and the document tray (2) and then pull out the extension (3).



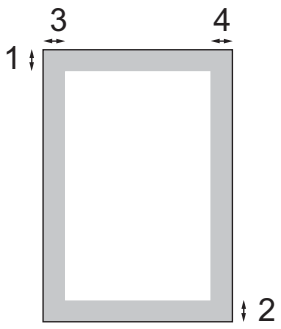
2. Fan the pages well. Make sure you put the documents **face down, top edge first** in the ADF until you feel them touch the feed roller.

3. Adjust the paper guides (1) to fit the width of your documents.



Scanning area

The scannable area depends on the settings in the application you are using. The figures below show the areas you cannot scan on paper.



Usage	Document Size	Top (1) Bottom (2)	Left (3) Right (4)
Fax	Letter	3 mm (0.12 in.)	4 mm (0.16 in.)
	A4	3 mm (0.12 in.)	1 mm (0.04 in.)
Copy	Letter	3 mm (0.12 in.)	3 mm (0.12 in.)
	A4	3 mm (0.12 in.)	3 mm (0.12 in.)
Scan	Letter	3 mm (0.12 in.)	3 mm (0.12 in.)
	A4	3 mm (0.12 in.)	0 mm (0 in.)

Acceptable paper and other media

The print quality can be affected by the type of paper you are using in the machine.

To get the best print quality for the settings you have chosen, always set the Paper Type to match the type of paper you load.

You can use plain paper, inkjet paper (coated paper), glossy paper, transparencies and envelopes.

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

- When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to choose the correct media in the '**Basic**' tab of the printer driver or in the Paper Type setting of the menu (See *Paper Type* on page 17).
- When you print on Brother photo paper, load the instruction sheet included with the photo paper in the paper tray first, and then put the photo paper on top of the instruction sheet.
- When you use transparencies or glossy paper, remove each sheet at once to prevent smudging or paper jams.
- Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.

Recommended media

To get the best print quality, we suggest using Brother paper. (See table below.)

If Brother paper is not available in your country, we recommend testing various papers before purchasing large quantities.

We recommend using '3M Transparency Film' when you print on transparencies.

Brother paper

Paper Type	Item
A4 Plain	BP60PA
A4 Glossy Photo	BP61GLA
A4 Inkjet (Matte)	BP60MA
10 x 15 cm Glossy Photo	BP61GLP

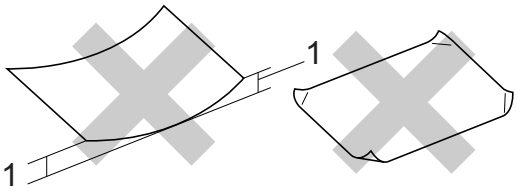
Handling and using media

- Store paper in its original packaging, and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- The coated side of glossy paper is shiny. Avoid touching the shiny (coated) side. Load glossy paper with the shiny side facing down.
- Avoid touching either side of transparencies because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next document. Use only transparencies recommended for inkjet printing.

Improper Setup

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped paper



1 2 mm (0.08 in.) or longer

- Extremely shiny or highly textured paper
- Paper already printed on by a printer
- Paper that cannot be arranged uniformly when stacked
- Paper made with a short grain

Paper capacity of the output paper tray

Up to 50 sheets of 20 lb Letter or 80 g/m^2 A4 paper.

- Transparencies or glossy paper must be picked up from the output paper tray one page at a time to avoid smudging.

Choosing the right media for the paper tray

Paper type and size for each operation

Paper Type	Paper Size		Usage		
			Fax	Copy	Printer
Cut Sheet	Letter	216 × 279 mm (8 1/2 × 11 in.)	Yes	Yes	Yes
	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes	Yes
	Legal	216 × 356 mm (8 1/2 × 14 in.)	Yes	Yes	Yes
	Executive	184 × 267 mm (7 1/4 × 10 1/2 in.)	–	–	Yes
	JIS B5	182 × 257 mm (7.2 × 10.1 in.)	–	–	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	–	Yes	Yes
	A6	105 × 148 mm (4.1 × 5.8 in.)	–	–	Yes
Cards	Photo	10 × 15 cm (4 × 6 in.)	–	Yes	Yes
	Photo 2L	13 × 18 cm (5 × 7 in.)	–	–	Yes
	Index Card	127 × 203 mm (5 × 8 in.)	–	–	Yes
	Post Card 1	100 × 148 mm (3.9 × 5.8 in.)	–	–	Yes
	Post Card 2 (Double)	148 × 200 mm (5.8 × 7.9 in.)	–	–	Yes
Envelopes	C5 Envelope	162 × 229 mm (6.4 × 9 in.)	–	–	Yes
	DL Envelope	110 × 220 mm (4.3 × 8.7 in.)	–	–	Yes
	COM-10	105 × 241 mm (4 1/8 × 9 1/2 in.)	–	–	Yes
	Monarch	98 × 191 mm (3 7/8 × 7 1/2 in.)	–	–	Yes
	JE4 Envelope	105 × 235 mm (4.1 × 9.3 in.)	–	–	Yes
Transparencies	Letter	216 × 279 mm (8 1/2 × 11 in.)	–	Yes	Yes
	A4	210 × 297 mm (8.3 × 11.7 in.)	–	Yes	Yes

Paper weight, thickness and capacity for paper tray

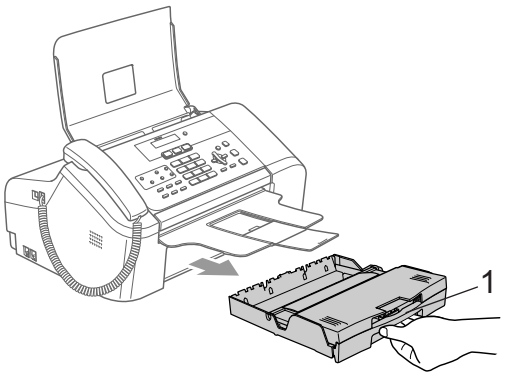
Paper Type		Weight	Thickness	No. of sheets
Cut Sheet	Plain Paper	64 to 120 g/m^2 (17 to 32 lb)	0.08 to 0.15 mm (0.003 to 0.006 in.)	100 [1]
	Inkjet Paper	64 to 200 g/m^2 (17 to 53 lb)	0.08 to 0.25 mm (0.003 to 0.01 in.)	20
	Glossy Paper	Up to 220 g/m^2 (Up to 58 lb)	Up to 0.25 mm (Up to 0.01 in.)	20
Cards	Photo Card	Up to 240 g/m^2 (Up to 64 lb)	Up to 0.28 mm (Up to 0.01 in.)	20
	Index Card	Up to 120 g/m^2 (Up to 32 lb)	Up to 0.15 mm (Up to 0.006 in.)	30
	Post Card	Up to 200 g/m^2 (Up to 53 lb)	Up to 0.23 mm (Up to 0.01 in.)	30
Envelopes		75 to 95 g/m^2 (20 to 25 lb)	Up to 0.52 mm (Up to 0.02 in.)	10
Transparencies		–	–	10

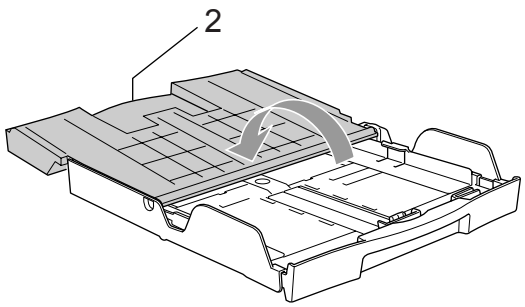
[1] Up to 50 sheets for Legal size paper 80 g/m^2 (20 lb).
Up to 100 sheets of 80 g/m^2 (20 lb) paper.

Loading paper, envelopes and other media

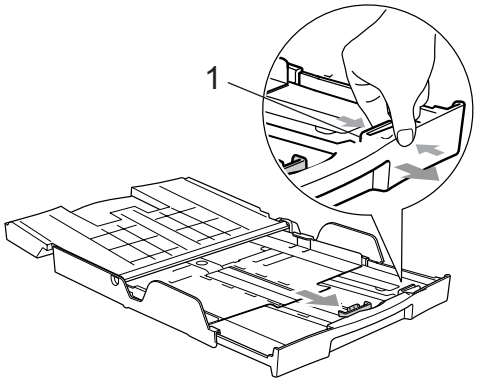
Loading paper and other media

1. Pull the paper tray completely out of the machine.
   If the paper support flap (1) is open, close it. Open the output paper tray cover (2).

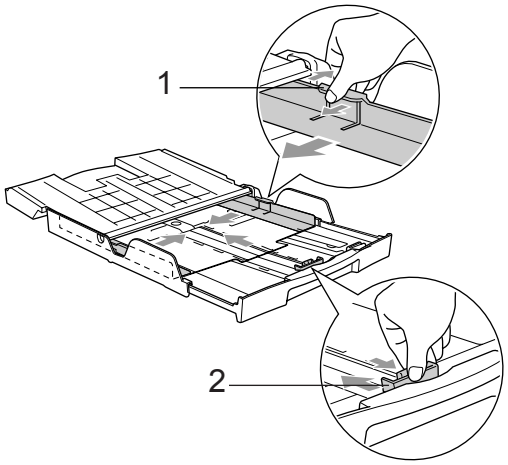




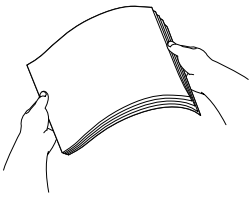
2. If you are using Letter, A4 or Legal size paper, press and hold the universal guide release button (1) as you slide out the front of the paper tray to match the paper size you are using.



3. Press and slide the paper side guides (1) and paper length guide (2) to fit the paper size.



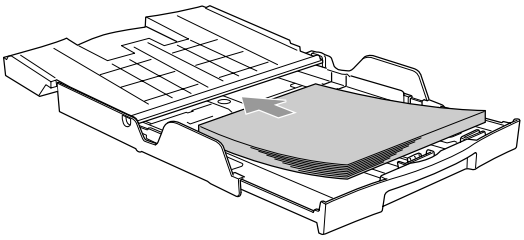
4. Fan the stack of paper well to avoid paper jams and misfeeds.



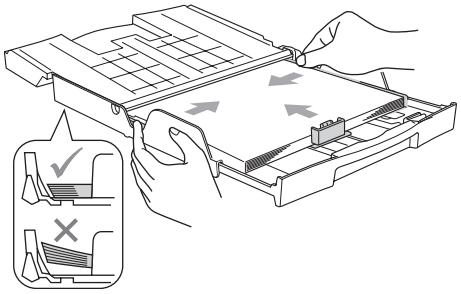
Note

Always make sure that the paper is not curled.

5 Gently put the paper into the paper tray print side down and top edge first. Check that the paper is flat in the tray.



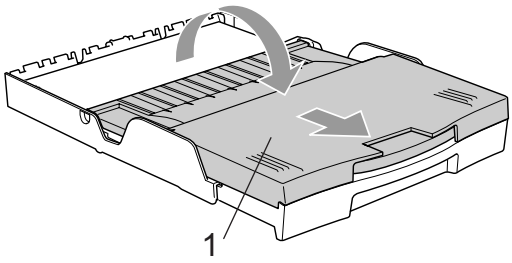
6 Gently adjust the paper side guides with both hands and the paper length guide to fit the paper.
Make sure that the paper guides touch the edges of the paper.



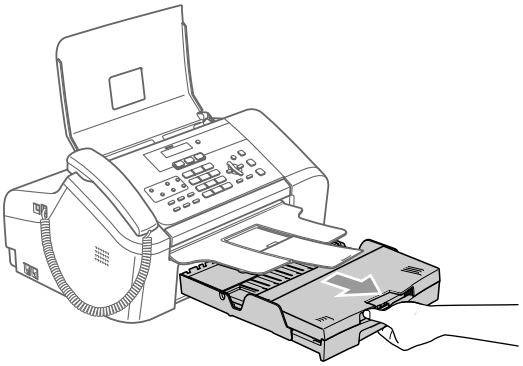
Note

Be careful that you do not push the paper in too far; it may lift at the back of the tray and cause feed problems.

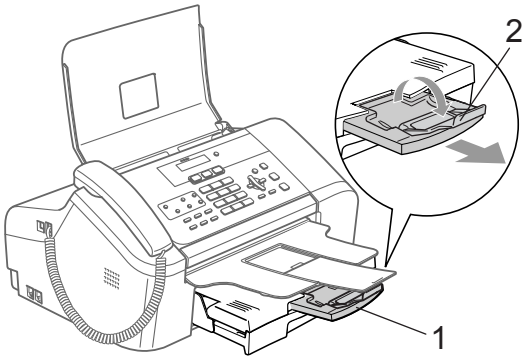
7 Close the output paper tray cover (1) and slide it forward.



8 Slowly push the paper tray completely into the machine.



9 While holding the paper tray in place, pull out the paper support (1) until it clicks and unfold the paper support flap (2).



Note

Do not use the paper support flap for Legal size paper.

Loading envelopes and post cards

Loading envelopes

- Use envelopes that weigh from 75 to 95 g/m^2 (20 to 25 lb).
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first.

CAUTION

Do not use any of the following types of envelopes, as they will cause paper feed problems:

1 Envelopes with a baggy construction.

2 Embossed envelopes (those with a raised surface).

3 Envelopes with clasps or staples.

4 Envelopes that are pre-printed on the inside.

Glue	Double flap

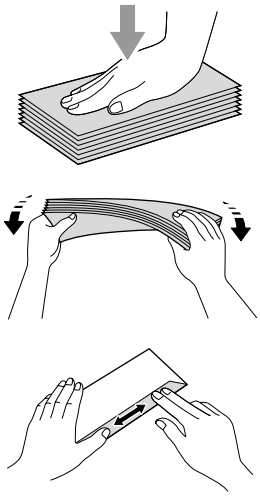
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

How to load envelopes and post cards

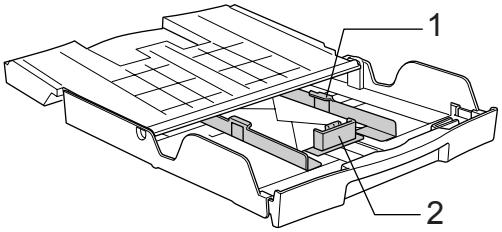
1 Before loading, press the corners and sides of the envelopes or post cards to make them as flat as possible.

Note

If the envelopes or post cards are 'double-feeding,' put one envelope in the paper tray at a time.

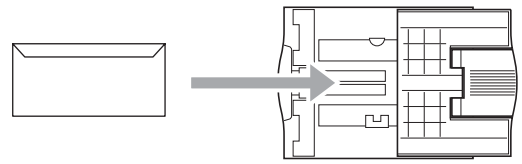


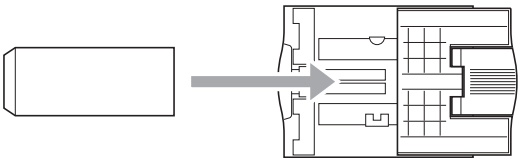
2 Put the envelopes or post cards into the paper tray with the address side down and the leading edge (top of the envelopes) in first. Slide the paper side guides (1) and paper length guide (2) to fit the size of the envelopes or post cards.



If you have problems when printing on envelopes, try the following suggestions:

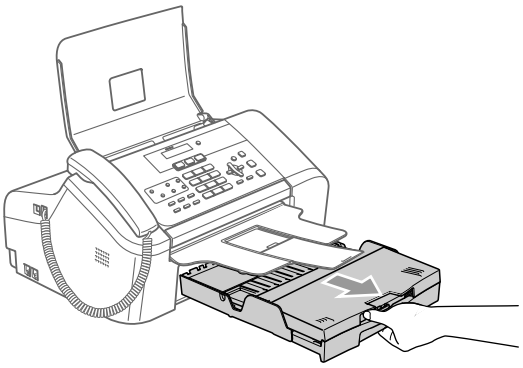
1. Open the envelope flap.
2. Make sure the open flap is either to the side of the envelope or to the back edge of the envelope when printing.
3. Adjust the size and margin in your application.





Removing small printouts from the machine

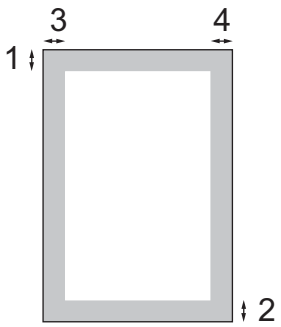
When the machine ejects small paper onto the output paper tray, you may not be able to reach it. Make sure printing has finished, and then pull the tray completely out of the machine.



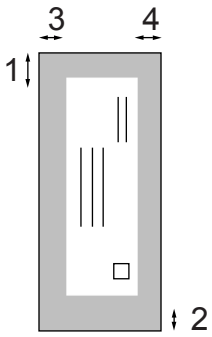
Printable Area

The printable area depends on the settings in the application you are using. The figures below show the unprintable areas on cut sheet paper and envelopes. The machine can only print in the shaded areas when the Borderless print feature is available and turned on.

Cut Sheet Paper



Envelopes



	Top (1)	Bottom (2)	Left (3)	Right (4)
Cut Sheet	3 mm (0.12 in.)	3 mm (0.12 in.)	3 mm (0.12 in.)	3 mm (0.12 in.)
Envelopes	12 mm (0.47 in.)	24 mm (0.95 in.)	3 mm (0.12 in.)	3 mm (0.12 in.)

Note

The Borderless feature is not available for envelopes.

3 General setup

Power Save mode

When the machine is idle, you can put the machine into Power Save mode by pressing the **Power Save** key. You can still receive telephone calls in Power Save mode. For further information on receiving faxes in the power save condition, please see the table on page 16. If you want to do other operations, you must take the machine out of Power Save mode.

Note

- You can retrieve faxes using Remote Retrieval if you are away from your machine. (See *Remote Retrieval* on page 51.)
- If you have connected an external telephone or TAD, it is always available.

Putting your machine in Power Save mode

1. Press the **Power Save** key.

Bringing your machine out of Power Save mode

1. Press and hold down the **Power Save** key until the LCD shows `Shutting Down.`
   The LCD light goes off.

Note

- Even if you have put the machine into Power Save mode, it will periodically clean the print head to preserve print quality.
- If you unplug the AC power cord, no machine operations will be available.
- You can customize Power Save mode so that, apart from automatic head cleaning, no machine operations are available.

Power Save setting

You can customize the machine's **Power Save** key. The default mode is `Fax Receive:On`. Your machine can receive faxes or calls even when the machine is in Power Save mode. If you do not want your machine to receive faxes or calls, turn this setting to `Fax Receive:Off`. (See *Power Save mode* on page 16)

1. Press **Menu**, **1**, **6**.
2. Press ▲ or ▼ to choose `Fax Receive:On`, or `Fax Receive:Off`.
   Press **OK**.
3. Press **Stop/Exit**.

On/Off setting	Receive mode	Available operations

`Fax Receive: On` [1] [2] (factory setting)	`Fax Only`
	`External TAD`
	`Fax/Tel`
		Fax Receive
		Fax Detect
		Delayed Fax [3]
		Fax Forward [3]
		Fax Storage [3]
		Remote Retrieval [3]

	`Manual`	Fax Detect Delayed Fax [3]
`Fax Receive: Off`	—	No machine operations will be available other than cleaning the print head.

[1] You can receive telephone calls by lifting the handset.

[2] You cannot receive a fax with **Mono Start** or **Colour Start**.

[3] Should be set before you switch off the machine.

Mode Timer

The machine has three temporary mode keys on the control panel: **Fax**, **Scan**, and **Copy**. You can change the amount of time the machine takes after the last Scan or Copy operation before it returns to Fax mode (default). If you choose `Off`, the machine stays in the mode you used last.

1. Press **Menu**, **1**, **1**.
2. Press ▲ or ▼ to choose `0 Sec`, `30 Secs`, `1 Min`, `2 Mins`, `5 Mins` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Paper settings

Paper Type

To get the best print quality, set the machine for the type of paper you are using.

1. Press **Menu**, **1**, **2**.
2. Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother Photo`, `Other Photo` or `Transparency`.
   Press **OK**.
3. Press **Stop/Exit**.

Note

The machine ejects paper with printed surfaces face up onto the paper tray in the front of the machine. When you use transparencies or glossy paper, remove each sheet at once to prevent smudging or paper jams.

Paper Size

You can use five sizes of paper for printing copies: Letter, Legal, A4, A5, and 10 × 15 cm (4” × 6” in.) and three sizes for printing faxes: Letter, Legal and A4. When you change the size of paper you load in the machine, you will need to change the paper size setting at the same time so your machine can fit an incoming fax on the page.

1. Press **Menu**, **1**, **3**.
2. Press ▲ or ▼ to choose `Letter`, `Legal`, `A4`, `A5` or `10x15cm`.
   Press **OK**.
3. Press **Stop/Exit**.

Volume Settings

Ring Volume

You can choose a range of ring volume levels, from `High` to `Off`.

While in Fax mode, press ◄ or ► to adjust the volume level. The LCD shows the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the volume through the menu, by following the instructions below:

Setting the Ring Volume from the menu

1. Press **Menu**, **1**, **4**, **1**.
2. Press ▲ or ▼ to choose `Low`, `Med`, `High` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Beeper Volume

When the choose is on, the machine will beep when you press a key, make a mistake or after you send or receive a fax.

You can choose a range of volume levels, from `High` to `Off`.

1. Press **Menu**, **1**, **4**, **2**.
2. Press ▲ or ▼ to choose `Low`, `Med`, `High` or `Off`
   Press **OK**.
3. Press **Stop/Exit**.

Speaker Volume

You can choose a range of speaker volume levels, from `High` to `Off`.

1. Press **Menu**, **1**, **4**, **3**.
2. Press ▲ or ▼ to choose `Low`, `Med`, `High` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

You can also adjust the speaker volume by pressing **Hook/Hold**.

1. Press **Hook/Hold**.
2. Press ◄ or ►.
   This setting will stay until you change it again.
3. Press **Hook/Hold**.

Setting Daylight Saving Time

You can set the machine to change manually for daylight savings time. If you select `On`, it will reset the time forward one hour and if you select `Off`, it will reset the time backward one hour. Make sure you have set the correct date and time in the `Date/Time` setting.

1. Press **Menu**, **1**, **5**.
2. Press ▲ or ▼ to select `On` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

LCD display

LCD Contrast

You can adjust the LCD contrast for a sharper and more vivid display. If you are having difficulty reading the LCD, try changing the contrast setting.

1. Press **Menu**, **1**, **7**.
2. Press ▲ or ▼ to choose `Light` or `Dark`.
   Press **OK**.
3. Press **Stop/Exit**.

4 Security features

TX Lock

TX Lock lets you prevent unauthorized access to the machine.

While TX Lock is On, the following operations are available:

- Receiving faxes
- Receiving calls
- Fax Forwarding
  (If Fax Forwarding was already On.)
- Remote retrieval
  (If Fax Storage was already On.)

While TX Lock is On, the following operations are NOT available:

- Sending faxes
- Copying
- PC printing
- Scanning

Setting and changing the TX Lock password

Setting up the password

Note

- If you forget the TX Lock password, please call your Brother dealer for service.
- If you have already set the password, you will not need to set it again.

1. Press **Menu**, **2**, **0**, **1**.
2. Enter a 4-digit number for the password.
   Press **OK**.
3. When the LCD shows `Verify:`,
   re-enter the password.
   Press **OK**.
4. Press **Stop/Exit**.

Changing the TX Lock password

1. Press **Menu**, **2**, **0**, **1**.
2. Press ▲ or ▼ to choose
   `Set Password`.
   Press **OK**.
3. Enter a 4-digit number for the current password.
   Press **OK**.
4. Enter a 4-digit number for the new password.
   Press **OK**.
5. When the LCD shows `Verify:`,
   re-enter the password.
   Press **OK**.
6. Press **Stop/Exit**.

Turning the TX Lock on/off

Turning TX Lock on

1. Press **Menu**, **2**, **0**, **1**.
2. Press ▲ or ▼ to choose `Set TX Lock`.
   Press **OK**.
3. Enter the registered 4-digit password.
   Press **OK**.
   The machine goes offline and the LCD shows `TX Lock Mode`.

Turning TX Lock off

1. Press **Menu**.
2. Enter the registered 4-digit password.
   Press **OK**.
   TX lock is automatically turned off.

Note

If you enter the wrong password, the LCD shows `Wrong Password` and stays offline. The machine will stay in TX Lock mode until the registered password is entered.

Section II

Fax

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Remote fax options	50
Printing Reports	55
Polling	57

5 Sending a fax

Entering Fax mode

To enter fax mode, press (**Fax**), and the key will glow green.

Faxing from the ADF

1. Make sure you are in Fax mode .
2. Put the document face down in the ADF.
3. Dial the fax number.
4. Press **Mono Start** or **Colour Start**. The machine starts scanning the document.

Note

- To cancel, press **Stop/Exit**.
- If the memory is full, the document will be sent in real time.

Colour fax transmission

Your machine can send a colour fax to machines that support this feature.

However, colour faxes cannot be stored in the memory. When you send a colour fax, the machine will send it in real time (even if `Real Time TX` is set to `Off`).

Cancelling a fax in progress

If you want to cancel a fax while the machine is scanning, dialling or sending, press **Stop/Exit**.

Broadcasting (Monochrome only)

Broadcasting is when the same fax message is automatically sent to more than one fax number. You can include Groups (See *Setting up Groups for broadcasting* on page 49), One-Touch, Speed-Dial numbers, and up to 50 manually dialled numbers in the same broadcast.

After the broadcast is finished, a Broadcast Report will be printed.

1. Make sure you are in Fax mode .
2. Load your document.
3. Enter a number. Press **OK**. You can use either a One-Touch, a Speed-Dial, a Group, or a manually entered number.
4. Repeat ❸ until you have entered all the fax numbers you wish to broadcast to.
5. Press **Mono Start**.

Note

- If you did not use up any of the numbers for Groups, access codes or credit card numbers, you can ‘broadcast’ faxes to as many as 160 different numbers.
- The available memory will vary depending on the types of jobs in the memory and the number of locations used for broadcasting. If you broadcast to the maximum numbers available, you will not be able to use dual access. (See *Dual access (Monochrome only)* on page 25)
- Enter the long dialling sequence numbers as you would normally, but remember that each One-Touch and Speed-Dial number counts as one number, so the number of locations you can store becomes limited.

- If the memory is full, press **Stop/Exit** to stop the job. If more than one page has been scanned, press **Mono Start** to send the portion that is in the memory.

Cancelling a Broadcast in progress

1. Press **Menu**, **2**, **6**.
   The LCD will show the fax number being dialled.
2. Press **OK**.
   The LCD will show the job number:

   XXXXXXXXXX

   1.Clear 2.Exit
3. Press **1** to clear.
   The LCD will then show the Broadcast job number and `1.Clear  2.Exit`.
4. To cancel the Broadcast, press **1**.
5. Press **Stop/Exit**.

Additional sending operations

Sending faxes using multiple settings

When you send a fax you can choose any combination of these settings: resolution, contrast, overseas mode and real time transmission.

1. Make sure you are in Fax mode .
2. Load your document.
3. Choose a setting you want to change.
   Press **OK**.
4. Choose one of the options below:

   Next

   1.Yes 2.No

   - Press **1** to change another setting.
   - Press **2** when you have finished choosing your settings.
5. Send the fax as usual.

Contrast

If your document is very light or very dark, you may want to change the contrast. For most documents the default setting Auto can be used. It automatically chooses the suitable contrast for your document.

Use Light when sending a light document.

Use Dark when sending a dark document.

1. Make sure you are in Fax mode .
2. Load your document.
3. Press **Menu**, **2**, **2**, **1**.
4. Press ▲ or ▼ to choose Auto, Light or Dark.
   Press **OK**.

Note

Even if you choose Light or Dark, the machine will send the fax using the Auto setting in any of the following conditions:

- When you send a colour fax.
- When you choose Photo as the Fax Resolution.

Changing Fax Resolution

The quality of a fax can be improved by changing the fax resolution. Resolution can be changed for the next fax or for all faxes.

To change the fax resolution for the next fax

1. Make sure you are in Fax mode .
2. Load your document.
3. Press **Resolution** and then ▲ or ▼ to choose the resolution.
   Press **OK**.

To change the default fax resolution

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **2**, **2**.
3. Press ▲ or ▼ to choose the resolution you want.
   Press **OK**.

Note

- You can choose four different resolution settings for monochrome faxes and two for colour.

Monochrome

Standard	Suitable for most typed documents.
Fine	Good for small print and transmits a little slower than Standard resolution.
S.Fine	Good for small print or artwork and transmits slower than Fine resolution.
Photo	Use when the document has varying shades of grey or is a photograph. This has the slowest transmission.

Colour

Standard	Suitable for most typed documents.
Fine	Use when the document is a photograph. The transmission time is slower than Standard resolution.

If you choose S.Fine or Photo and then use the **Colour** key to send a fax, the machine will send the fax using the Fine setting.

- The time to send will increase when selecting S.Fine or Photo.

Dual access (Monochrome only)

You can dial a number and start scanning the fax into memory—even when the machine is sending from memory, receiving faxes or printing PC data. The LCD shows the new job number and available memory.

The number of pages you can scan into the memory will vary depending on the data that is printed on them.

Note

If the `Out of Memory` message appears while scanning documents, press **Stop/Exit** to cancel or **Mono Start** to send the pages scanned so far.

Real time transmission

When you are sending a fax, the machine will scan the documents into the memory before sending. Then, as soon as the phone line is free, the machine will start dialling and sending.

If the memory is full or you are sending a colour fax, the machine will send the document in real time (even if `Real Time TX` is set to `Off`).

Sometimes, you may want to send an important document immediately, without waiting for memory transmission. You can set `Real Time TX` to `On` for all documents or `Next Fax Only` for the next fax only.

Sending in real time for all faxes

1. Make sure you are in Fax mode.
2. Press **Menu**, **2**, **2**, **5**.

   `5.Real Time TX`

   `Realtime TX:On`
3. Press ▲ or ▼ to choose `Realtime TX:On` or `Realtime TX:Off`.
   Press **OK**.

Sending in real time for the next fax only

1. Make sure you are in Fax mode.
2. Press **Menu**, **2**, **2**, **5**.
3. Press ▲ or ▼ to choose `Next Fax Only`. Press **OK**.
4. Press ▲ or ▼ to choose `Next Fax:On` (or `Next Fax:Off`).
   Press **OK**.

Overseas Mode

If you are having difficulty sending a fax overseas due to possible interference on the phone line, we recommend that you turn on the Overseas mode. After you send a fax using this feature, the feature will turn itself off.

1. Make sure you are in Fax mode.
2. Load your document.
3. Press **Menu**, **2**, **2**, **7**.
4. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.

Delayed Faxing (Monochrome only)

During the day you can store up to 50 faxes in the memory to be sent within 24-hours. These faxes will be sent at the time of day you enter in step ❹.

1. Make sure you are in Fax mode .
2. Load your document.
3. Press **Menu**, **2**, **2**, **3**.

   `3.Delayed Fax`
4. Do one of the following:
   - Press **OK** to accept the displayed time.
   - Enter the time you want the fax to be sent (in 24-hour format).

     (For example, enter 19:45 for 7:45 PM.)

     Press **OK**.

   `1.Doc 2.Memory`
5. Do one of the following:
   - Press **1** to leave the document in the ADF.
   - Press **2** to scan the document into the memory.

Note

The number of pages you can scan into the memory depends on the amount of data that is printed on each page.

Delayed Batch Transmission (Monochrome only)

Before sending the delayed faxes, your machine will help you economize by sorting all the faxes in the memory by destination and scheduled time. All delayed faxes that are scheduled to be sent at the same time to the same fax number will be sent as one fax to save transmission time.

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **2**, **4**.
3. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.
4. Press **Stop/Exit**.

Checking and cancelling waiting jobs

You can check which jobs are still waiting in the memory to be sent and cancel a job. (If there are no jobs, the LCD shows `No Jobs Waiting`.)

1. Press **Menu**, **2**, **6**.
   Any waiting jobs appear on the LCD.
2. Press ▲ or ▼ to scroll through the jobs and choose the job you want to cancel.
   Press **OK**.
3. Do one of the following:
   - Press **1** to cancel the selected job.
   - Press **2** to exit without cancelling.
4. When you have finished, press **Stop/Exit**.

Sending a fax manually

Manual transmission lets you hear the dialling, ringing and fax-receiving tones while sending a fax.

1. Make sure you are in Fax mode .
2. Load your document.
3. Pick up the handset of the machine or press **Hook/Hold** and listen for a dial tone.
4. Dial the fax number you want to call.
5. When you hear the fax tone, press **Mono Start** or **Colour Start**.
6. Replace the handset.

Sending a fax at the end of a conversation

At the end of a conversation you can send a fax to the other party before you both hang up.

1. Ask the other party to wait for fax tones (beeps) and then to press the Start or Send key before hanging up.
2. Make sure you are in Fax mode .
3. Load your document.
4. Press **Mono Start** and **Colour Start**.
5. Replace the handset.

Out of Memory message

If you get an `Out of Memory` message while scanning the first page of a fax, press **Stop/Exit** to cancel the fax.

If you get an `Out of Memory` message while scanning a subsequent page, you will have the option to press **Mono Start** to send the pages scanned so far, or to press **Stop/Exit** to cancel the operation.

Note

- If you get an `Out of Memory` message while faxing and you do not want to delete your stored faxes to clear the memory, you can send the fax in real time. (See *Real time transmission* on page 25.)
- To clear `Out of Memory` message please see *Turning off Remote Fax Options* on page 51, *Printing a fax from the memory* on page 32 and *Checking and cancelling waiting jobs* on page 26.

6 Receiving a Fax

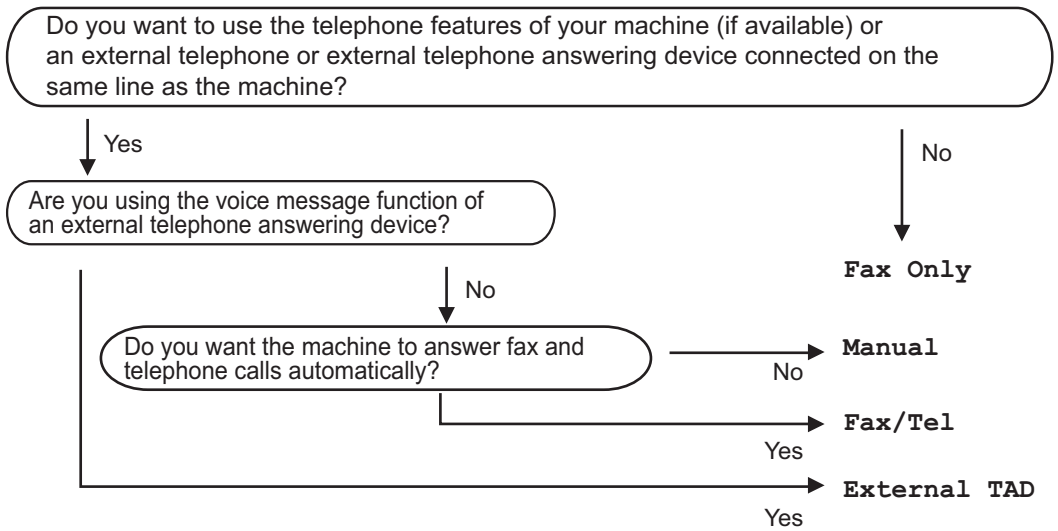
Receive modes

You must choose a receive mode depending on the external devices and telephone services you have on your line.

Choosing the Receive Mode

By default, your machine will automatically receive any faxes that are sent to it. The diagram below will help you choose the correct mode.

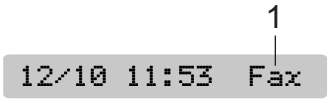
For more detailed information on the receive modes. See page 29.


Do you want to use the telephone features of your machine (if available) or an external telephone or external telephone answering device connected on the same line as the machine?
Yes
No
Are you using the voice message function of an external telephone answering device?
Fax Only
No
Do you want the machine to answer fax and telephone calls automatically?
Manual
No
Fax/Tel
Yes
External TAD
Yes

To choose or change your Receive Mode

1. Press **Menu 0**, **1**.
2. Press ▲ or ▼ to choose `Fax Only`, `Fax/Tel`, `External TAD` or `Manual`. Press **OK**.
3. Press **Stop/Exit**.

The LCD will display the current receive mode.



1 Current receive mode

`Fax`: Fax Only

Using receive modes

Some receive modes answer faxes automatically (`Fax Only` and `Fax/Tel`). You may want to change the ring delay before using these modes. (See *Ring Delay* on page 30.)

Fax only

Fax only mode will automatically answer every call. If the call is a fax your machine will receive it.

Fax/Tel

Fax/Tel mode helps you automatically manage incoming calls, by recognizing whether they are fax or voice calls and dealing with them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T ring to tell you to pick up the line. The F/T ring is a fast double ring made by your machine.
- Use this mode if you receive few voice calls.

Also see *F/T Ring Time (Fax/Tel mode only)* and *Ring Delay* on page 30.

Manual

To receive a fax in manual mode press **Mono Start** or **Colour Start** when you hear fax tones (short repeating beeps). You can also use the Fax Detect feature to receive faxes by lifting a handset on the same line as the machine.

Also see *Fax Detect* on page 31.

External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be dealt with in one of the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.

For more information see *Connecting an external TAD (telephone answering device)* on page 42.

Receive mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in `Fax Only` or `Fax/Tel` mode.

1. Press **Menu**, **2**, **1**, **1**.
2. Press ▲ or ▼ to choose how many times the line rings before the machine answers (`02-10` for Australia, `01-10` for New Zealand, `0-10` for some countries).
   Press **OK**.
   If you choose `00`, the line will not ring at all.
3. Press **Stop/Exit**.

F/T Ring Time (Fax/Tel mode only)

If you set the Receive Mode to `Fax/Tel`, you need to decide how long the machine will signal you with its special pseudo/double-ring when you have a voice call. If it's a fax call, the machine receives the fax.

This pseudo/double-ring happens after the initial ringing from the phone company. Only the machine rings and no other phones on the same line will ring with the special pseudo/double-ring. However, you can still answer the call on any telephone.

1. Press **Menu**, **2**, **1**, **2**.
2. Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (`20`, `30`, `40` or `70` seconds for Australia and some countries, `20`, `30`, `40` or `55` seconds for New Zealand).
   Press **OK**.
3. Press **Stop/Exit**.

Note

Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.

Fax Detect

If Fax Detect is On (default setting):

The machine receives fax calls automatically, even if you lift the handset of an extension or external phone. When you see Receiving on the LCD or when you hear 'chirps' through the handset of an extension phone connected to another wall socket/phone socket, just replace the handset and your machine will do the rest.

If Fax Detect is Semi:

The machine will only receive the fax call if you answered it using the machine's handset.

If Fax Detect is Off:

When you hear a fax tone through the handset, you have to press **Mono Start** or **Colour Start** on the machine.

If you are not at your machine, press ✳ **5 1** (✳ **9 1** for New Zealand) on the extension phone. (See *Operation from extension telephones* on page 44.)

Note

- If this feature is set to On, but your machine does not connect a fax call when you lift an extension or external phone handset, press the fax receive code ✳ **5 1** (✳ **9 1** for New Zealand). At the machine, press **Mono Start** or **Colour Start**.
- If you send faxes from a computer on the same phone line and the machine intercepts them, set this feature to Fax Detect:Off. (We do not recommend having a PC plus fax on the same line.)

1. Press **Menu**, **2**, **1**, **3**.
2. Press ▲ or ▼ to choose On, Semi or Off.
   Press **OK**.
3. Press **Stop/Exit**

Additional receiving operations

Printing a reduced incoming fax

The machine automatically reduces each page of an incoming fax to fit on one page of A4, Letter or Legal size paper with Auto Reduction on.

The machine calculates the reduction ratio by using the page size of the fax and your Paper Size setting (**Menu**, **1**, **3**).

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **1**, **5**.
   5.Auto Reduction
3. Press ▲ or ▼ to select On or Off. Press **OK**.
4. Press **Stop/Exit**.

Receiving faxes into memory

As soon as the paper tray becomes empty during fax reception, the screen will display `No Paper Fed`, asking you to put paper in the paper tray. (See *Loading paper and other media* on page 11.) If you are unable to put paper in the paper tray the following will happen:

If Memory Receive is `On`:

The machine will carry on receiving the fax, with the remaining pages being stored in memory, if enough memory is available. Further incoming faxes will also be stored into memory until the memory is full. When the memory is full the machine will stop automatically answering calls. To print the faxes, put fresh paper in the tray.

If Memory Receive is `Off`:

The machine will carry on receiving the current fax, with the remaining pages being stored in memory, if enough memory is available. Further incoming faxes will not be stored in memory. The machine will then stop automatically answering calls until fresh paper is put in the paper tray. To print the last fax you received, put fresh paper in the tray.

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **1**, **6**.
3. Press ▲ or ▼ to select `On` or `Off`. Press **OK**.
4. Press **Stop/Exit**.

Receiving a fax at the end of a conversation

At the end of a conversation you can ask the other party to send you a fax before you both hang up.

1. Ask the other person to place the document in their machine and to press the Start or Send key.
2. When you hear the CNG tones (slowly repeating beeps), press **Mono Start** or **Colour Start**.
3. Replace the handset.

Printing a fax from the memory

If you are using the Fax Storage feature (**Menu**, **2**, **5**, **1**), you can still print a fax from the memory when you are at your machine. (See *Turning off Remote Fax Options* on page 51.)

1. Press **Menu**, **2**, **5**, **3**.

   `5.Remote Fax Opt`

   `3.Print Document`
2. Press **Mono Start**.

7 Telephone and External devices

Voice Operations

Voice calls can be made either with the handset, an extension or external telephone, and by dialling manually or by using Quick-Dial numbers.

Making a telephone call

1. To start a voice call, pick up the handset.
2. When you hear the dial tone, enter a number using the dial pad, One Touch, Speed-Dial and Search.
3. To hang up, replace the handset.

Hold

If you want to put a call on hold, press the **Hook/Hold** key. To release the call from hold pick up the handset. Picking up an extension handset will not release the call from hold.

Tone or pulse (Not available in New Zealand)

If you have a Pulse dialing service, but need to send Tone signals (for example, for telephone banking), follow the instructions below:

1. Pick up the handset or press **Hook/Hold**.
2. Press **#** on the machine's control panel. Any digits dialled after this will send tone signals.
   When you hang up, the machine will return to the Pulse dialling service.

Fax/Tel mode

When the machine is in Fax/Tel mode, it will use the F/T Ring Time (pseudo/double-ringing) to alert you to pick up a voice call.

If you are at the machine, you can lift the handset to answer.

If you are at an extension phone, you'll need to lift the handset during the F/T Ring Time and then press **# 5 1** (✳ **9 1** for New Zealand) between the pseudo/double rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing ✳ **5 1** (✳ **9 1** for New Zealand).

Fax/Tel mode in Power Save condition

When the machine is in Fax/Tel mode and F/T rings to tell you to pick up a voice call, you can only answer by picking up the machine's handset.

If you answer before the machine F/T rings, you can also pick up the call at an external or extension phone.

Phone line services

Your machine supports the Caller ID subscriber telephone service that some telephone companies offer.

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one phone line may create problems with the operation of your machine.

Do you have Voice Mail?

If you have Voice Mail on the phone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls.* **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.** If each one has a separate phone number, neither will interfere with the other's operations.

If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions on next page to 'register' the new Distinctive Ring pattern they give you. This is so your machine can recognise its incoming calls.

Telephone Service for Australia

Telstra® FaxStream® Duet® (Distinctive Ring)

Telstra® FaxStream® Duet® is an enhanced Public Switched Telephone Service (PSTS) offered by Telstra® that allows you to have an additional number on one phone line, with its own distinctive ring pattern. Telstra® FaxStream® Duet® is a call handling feature that helps users distinguish voice and facsimile calls. With FaxStream® Duet®, incoming calls to a fax number are announced by a different, distinctive ring signal. Only one call can be answered (or made) at any one time and while this call is in progress, incoming calls to either number will be presented with a busy tone.

Your machine has a Distinctive Ring function, allowing you to dedicate one phone number just for receiving faxes.

Note

After you have set the Distinctive Ring feature to `On`, the receive mode is set to `Manual` automatically. If you don't have a TAD or Voice Mail set up on the Distinctive Ring number, `Manual` mode means you must answer all the voice calls yourself. You can not change the receive mode from `Manual` mode while the Distinctive Ring is set to on.

What is the Advantage of using Telstra® FaxStream® Duet® Function?

Using Telstra® FaxStream® Duet® is the most efficient way to receive both fax and telephone calls on the same line. When the voice call comes in, all phones (extension and external) and the fax machine will ring to alert you to pick it up. If a fax call comes in, the fax machine will answer automatically without ringing, whereas the extension and external phones will ring twice with a distinctive ring pattern. It is also a more efficient way of operating a Fax machine with an extension phone as you do not have to use the remote activation codes. It gives you two independent numbers without the higher cost of a second line.

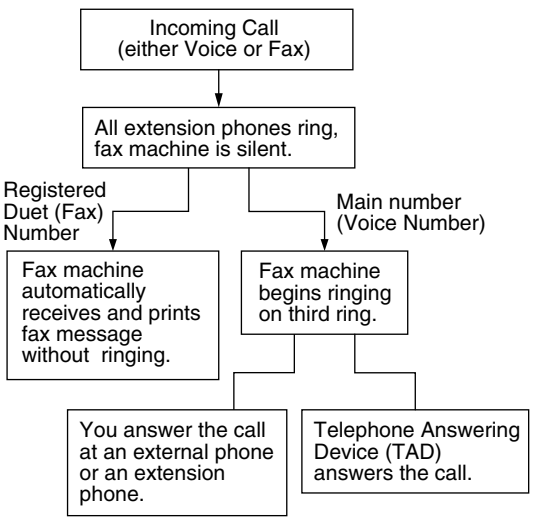
How does Telstra® FaxStream® Duet® Work?

Incoming calls to the voice number, will have the standard ring pattern of long, long tone, followed by a pause, repeated, while the new fax number will have a different ring pattern of three short bursts of ring, repeated at regular intervals.

When FaxStream® Duet® is `On` and you receive a voice call all extension and external phones will ring with a standard ring pattern. The fax machine will ring on the third ring with a standard ring pattern. All external and the extension phones will continue to ring, until you or a telephone answering device can answer the voice number.

When FaxStream® Duet® is `On` and you receive a fax call on the Duet® number the Fax machine will answer and automatically receive the fax message without ringing. On the other hand, all extension and external phones will ring twice with a distinctive ring pattern. Do not answer the phone as you are receiving a fax message.

Flowchart Sequence of Incoming call


Incoming Call
(either Voice or Fax)
All extension phones ring, fax machine is silent.
Registered Duet (Fax) Number
Main number (Voice Number)
Fax machine automatically receives and prints fax message without ringing.
Fax machine begins ringing on third ring.
You answer the call at an external phone or an extension phone.
Telephone Answering Device (TAD) answers the call.

Registering the Distinctive Ring pattern

Very Important!

After you have set the Distinctive Ring feature to on, the receive mode is set to `Manual` automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, `Manual` mode means you must answer all the calls yourself. You cannot change the receive mode to another mode while the Distinctive Ring is set to on.

1. Press **Menu**, **2**, **0**, **3**.

   `0.Miscellaneous`

   `3.Distinctive`

2. Press ▲ or ▼ to choose `On`.
   Press **OK**.

3. Press **Stop/Exit**.
   Distinctive Ring is now set to on.

Turning off Distinctive Ring

1. Press **Menu**, **2**, **0**, **3**.

   `0.Miscellaneous`

   `3.Distinctive`

2. Press ▲ or ▼ to choose `Off`.
   Press **OK**.

3. Press **Stop/Exit**.

Note

If you turn off Distinctive Ring, the machine will stay in `Manual` receive mode. You will need to set the Receive Mode again. (See *Choosing the Receive Mode* on page 28.)

Caller ID

Caller ID is a telephone service that allows the subscriber to see a display of the caller's phone number or name as the telephone rings. It is a fast way to screen your calls. You can respond quickly to calls you missed, because Caller IDs are received and stored in your machine memory.

Note

To get the Caller ID Service: apply for the Caller ID service at your local telephone company, if available.

Advantages of Caller ID

For Business

All businesses profit from a quicker response to customer calls. Businesses that provide mail order services, money-lending services or provide confidential information, can protect themselves from false orders or acceptance of false identification.

At Home

Residential customers can protect themselves from unwanted calls.

How Does the Caller ID Work?

The Caller ID Appears on the Display When Your Telephone Rings

As your telephone rings, the display shows you the caller's phone number or name if the name has stored in the One-Touch and Speed-Dial. Once you press **Hook/Hold** and answer the call, the caller's ID disappears. You will see up to the first 16 characters of the number on the display.

Note

- If `Out of Area` appears on the display, it means that the call came from outside your caller ID service area or a public phone. [1]
- If `Private Call` appears on the display, it means the caller intentionally blocked the transmission of his/her ID. [1]

[1] Depends on network function.

The Caller ID is Stored in Your Machine Memory

The machine can store a maximum of the last 30 incoming caller IDs in the memory, along with the time and date of reception. The 31st call will cause the oldest ID to be erased.

The Caller ID information stored in the memory can be used for the following.

■ **Printing the Caller ID List.**

You can review calls you received by checking the Caller IDs in memory. This report will list the Date, Time, Phone Number (Caller ID) name, and type of Call (Comment) if available.

Viewing Caller ID List

1. Press **Menu**, **2**, **0**, **4**.

   `0.Miscellaneous`

   `4.Caller ID`

2. Press ▲ or ▼ to choose `Display#`.
   Press **OK**.
   The Caller ID of the last call will appear on the display. If no ID is stored, the beeper will sound and `No Caller ID` will appear on the display.

3. Press ▲ or ▼ to scroll through the Caller ID memory to choose the Caller ID you want to view.
   Press **OK**.
   The LCD shows the caller's number, the date, and time of the call.

4. Do one of the following:
   - To return to the Caller ID listing, press ▲ or ▼.
   - To finish viewing, press **Stop/Exit**.

Printing Caller ID List

1. Press **Menu**, **2**, **0**, **4**.

   `0.Miscellaneous`

   `4.Caller ID`

2. Press ▲ or ▼ to choose `Print Report`.
   Press **OK**.
   If no ID is stored, the beeper will sound and `No Caller ID` will appear on the LCD.

3. Press **Mono Start** or **Colour Start**.

4. When the printing has finished, press **Stop/Exit**.

Telephone Service for New Zealand

FaxAbility

FaxAbility is a service offered by Telecom that allows you to have an additional number on one phone line, with its own distinctive ring pattern. This way, when you get an incoming call, you can identify the number being called by its ring.

How Will the Fax Machine Treat All Other Numbers?

FaxAbility mode ensures that the machine will answer calls to the FaxAbility (secondary) number. When a call comes in to your main number, all the phones will ring. You can set an external answering device (TAD) to answer calls on the other number(s). (See the chart in the following page.)

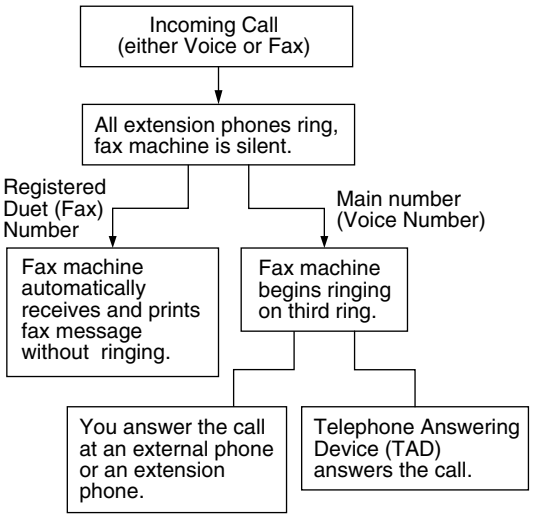
What is the Advantage of Using the FaxAbility Function?

Using FaxAbility is the most efficient way to receive both fax and telephone calls on the same line. It is much easier for your callers who dial manually. The fax machine will answer with receiving tones so they will not have to press an activation code. And the people who call to talk on your main number will not have to talk to your fax machine. Basically, it gives you two independent numbers without the higher cost of a second line.

How Does FaxAbility Work?

Your telephone number will have the standard ring pattern of long, long tone, while the new number will have a ring pattern of long, silence, long, etc. When FaxAbility is On, you will not hear the first ring of all incoming calls on the fax machine. Extension phones will ring as usual. If the fax machine recognizes the ring pattern, all ringing will stop and the fax machine will answer and automatically receive the fax message. Otherwise, you will hear the extension phones and the fax machine continue to ring. The fax machine always listens to the ring pattern before it answers, so do not pick up the phone during that time. You will quickly learn to recognize the ring pattern for faxes, so you will not be tempted to answer that number. Either you or a telephone answering device can answer the main number(s).

Flowchart Sequence of Incoming call


Incoming Call
(either Voice or Fax)
All extension phones ring, fax machine is silent.
Registered Duet (Fax) Number
Main number (Voice Number)
Fax machine automatically receives and prints fax message without ringing.
Fax machine begins ringing on third ring.
You answer the call at an external phone or an extension phone.
Telephone Answering Device (TAD) answers the call.

Note

After you have set the FaxAbility feature to `On`, the receive mode is set to `Manual` automatically. Unless you have a TAD or Voice Mail set up on the FaxAbility number, Manual mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the FaxAbility is set to on.

How to Turn FaxAbility OFF or ON

The FaxAbility function is designed to accommodate the FaxAbility service provided by Telecom. To change the setting, repeat steps ❶-❸; Step ❷ is where you can choose either `On` or `Off`.

Call Waiting beeps caused by incoming calls on your main number can affect fax transmissions. If you have FaxAbility Service but don't have Call Waiting, you need do nothing at this stage. If you do have Call Waiting as well as FaxAbility, set the Call Waiting menu option to `On`. See below.

1. Press **Menu**, **2**, **0**, **3**.

   `0.Miscellaneous`

   `4.Faxability`

2. Press ▲ or ▼ to set FaxAbility to `On` (or `Off`).
   If you have FaxAbility service, choose `On`.
   Press **OK**.

3. Press ▲ or ▼ to set Call Waiting to `On` (or `Off`).
   If you have Call Waiting service, choose `On` to avoid the trouble caused by Call Waiting.
   Press **OK**.

4. Press **Stop/Exit**.

Caller ID

Caller ID is a telephone service that allows the subscriber to see a display of the caller's phone number and name if available as the telephone rings. It is a fast way to screen your calls. You can respond quickly to calls you missed, because Caller IDs are received and stored in your machine memory.

Note

To get the Caller ID Service, apply for the Caller ID service at your local telephone company, if available.

Advantages of Caller ID

For Business

All businesses profit from a quicker response to customer calls. Businesses that provide mail order services, money-lending services or provide confidential information, can protect themselves from false orders or acceptance of false identification.

At Home

Residential customers can protect themselves from unwanted calls.

How Does the Caller ID Work?

The Caller ID Appears on the Display When Your Telephone Rings

As your telephone rings, the display shows you the caller's phone number or name if available. Once you press **Hook/Hold** and answer the call, the caller's ID disappears. You will see up to the first 16 characters of the number and name if available on the display.

Note

- If `Out of Area` appears on the display, it means that the call came from outside your caller ID service area. [1]
- If `Private Call` appears on the display, it means the caller intentionally blocked the transmission of his/her ID. [1]

[1] Depends on network function.

Viewing Caller ID List

Your machine stores information for the last thirty calls in the Caller ID list. You can view or print this list. When the thirty-first call comes in to the machine, it replaces information about the first call.

1. Press **Menu**, **2**, **0**, **4**.

   `0.Miscellaneous`

   `4.Caller ID`

2. Press ▲ or ▼ to choose `Display#`.
   Press **OK**.
   The Caller ID of the last call will appear on the display. If no ID is stored, the beeper will sound and `No Caller ID` will appear on the display.

3. Press ▲ or ▼ to scroll through the Caller ID memory to choose the Caller ID you want to view.
   Press **OK**.
   The LCD shows the caller's number, the date, and time of the call.

4. Do one of the following:
   - To return to the Caller ID listing, press ▲ or ▼.
   - To finish viewing, press **Stop/Exit**.

Printing Caller ID List

1. Press **Menu**, **2**, **0**, **4**.

   `0.Miscellaneous`

   `4.Caller ID`

2. Press ▲ or ▼ to choose `Print Report`.
   Press **OK**.
   If no ID is stored, the beeper will sound and `No Caller ID` will appear on the LCD.

3. Press **Mono Start** or **Colour Start**.

4 When the printing has finished, press **Stop/Exit**.

Note

If you use the Caller ID for Dial back;

- Please be sure that you use appropriate dialling procedures for local and national call.
- Please be sure that you make sure of the details of the exact number to be called back, and the need to insert prefix(es) for manual dialling.
- Please understand that your machine may not display precisely the digits to be called.

Telephone Service for Some Countries

Distinctive Ring (For Singapore and Hong Kong)

This machine feature lets you use the Distinctive Ring subscriber service offered by some telephone companies, which allows you to have several telephone numbers on one phone line. Each phone number has its own Distinctive Ring pattern, so you will know which phone number is ringing. This is one way you can have a separate phone number for your machine.

Your machine has a Distinctive Ring function, allowing you to dedicate one phone number just for receiving faxes. You will need to set Distinctive Ring to `On`.

Note

You can switch it off temporarily, then turn it back on. When you get a new fax number, make sure you reset this function.

- The machine will answer only calls to the Distinctive Ring number.

Note

After you have set the Distinctive Ring feature to `On`, the receive mode is set to `Manual` automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, `Manual` mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the Distinctive Ring is set to on.

Registering the Distinctive Ring pattern

Very Important!

After you have set the Distinctive Ring feature to on, the receive mode is set to `Manual` automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, Manual mode means you must answer all the calls yourself. You cannot change the receive mode to another mode while the Distinctive Ring is set to on.

1. Press **Menu**, **2**, **0**, **3**.

   `0.Miscellaneous`

   `3.Distinctive`

2. Press ▲ or ▼ to choose `On`.
   Press **OK**.

3. Press **Stop/Exit**.
   Distinctive Ring is now set to on.

Turning off Distinctive Ring

1. Press **Menu**, **2**, **0**, **3**.

   `0.Miscellaneous`

   `3.Distinctive`

2. Press ▲ or ▼ to choose `Off`.
   Press **OK**.

3. Press **Stop/Exit**.

Note

If you turn off Distinctive Ring, the machine will stay in `Manual` receive mode. You will need to set the Receive Mode again. (See *Choosing the Receive Mode* on page 28.)

Caller ID (For Singapore and Hong Kong)

The Caller ID feature of this machine lets you use the Caller ID subscriber service offered by many local phone companies. Call your telephone company for details. This service provides you, by means of the screen display, the telephone number (or name) of your caller as the line rings. (See *Printing Caller ID List* on page 42.)

After a few rings, the screen displays the telephone number of your caller (or name, if available). Once you press **Hook/Hold** and answer the call, the Caller ID information disappears from the screen, but the call information remains stored in the Caller ID memory.

- You will see the first 16 characters of the number or name.
- `Out of Area` display means call originates outside your Caller ID service area.
- `Private Call` display means the caller has intentionally blocked transmission of information.

Note

You can print a list of Caller ID information received by your machine.

Caller ID service varies with different carriers. Call your local phone company to determine the kind of service available in your area.

Viewing Caller ID List

Your machine stores information for the last thirty calls in the Caller ID list. You can view or print this list. When the thirty-first call comes in to the machine, it replaces information about the first call.

1. Press **Menu**, **2**, **0**, **4**.

   `0.Miscellaneous`

   `4.Caller ID`

2. Press ▲ or ▼ to choose `Display#`.
   Press **OK**.
   The Caller ID of the last call will appear on the display. If no ID is stored, the beeper will sound and `No Caller ID` will appear on the display.

3. Press ▲ or ▼ to scroll through the Caller ID memory to choose the Caller ID you want to view.
   Press **OK**.
   The LCD shows the caller's number, the date, and time of the call.

4. Do one of the following:

   - To return to the Caller ID listing, press ▲ or ▼.
   - To finish viewing, press **Stop/Exit**.

Printing Caller ID List

1. Press **Menu**, **2**, **0**, **4**.

   `0.Miscellaneous`

   `4.Caller ID`

2. Press ▲ or ▼ to choose `Print Report`.
   Press **OK**.
   If no ID is stored, the beeper will sound and `No Caller ID` will appear on the LCD.

3. Press **Mono Start** or **Colour Start**.

4. When the printing has finished, press **Stop/Exit**.

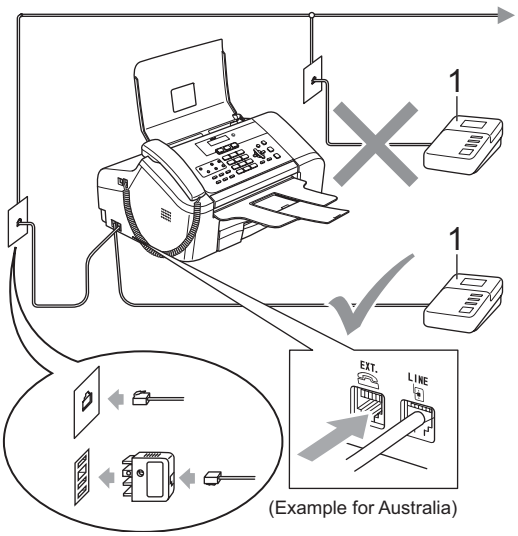
Connecting an external TAD (telephone answering device)

You may choose to connect an external answering device. However, when you have an **external** TAD on the same telephone line as the machine, the TAD answers all calls and the machine 'listens' for fax calling (CNG) tones. If it hears them, the machine takes over the call and receives the fax. If it does not hear CNG tones, the machine lets the TAD continue playing your outgoing message so your caller can leave you a voice message.

The TAD must answer within two rings. The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax 'handshake'. Make sure you carefully follow the instructions in this guide for recording your outgoing message. We do not recommend using the toll saver feature on your external answering machine if it exceeds five rings.

Note

If you do not receive all your faxes, shorten the Ring Delay setting on your external TAD.



(Example for Australia)

1 TAD

When the TAD answers a call, the LCD shows `Ext. Tel in Use`.

Improper Setup

Do not connect a TAD elsewhere on the same phone line.

Connections

The external TAD must be connected as shown in the previous illustration.

1. Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
2. Record the outgoing message on your external TAD.
3. Set the TAD to answer calls.
4. Set the Receive Mode to `External TAD`. (See *Choosing the Receive Mode* on page 28.)

Recording an outgoing message (OGM) on an external TAD

Timing is important in recording this message. The message sets up the ways to handle both manual and automatic fax reception.

1. Record 5 seconds of silence at the beginning of your message. (This allows your machine time to listen for the fax CNG tones of automatic transmissions before they stop.)
2. Limit your speaking to 20 seconds.

Note

We recommend beginning your OGM with an initial 5-second silence because the machine cannot hear fax tones over a resonant or loud voice. You may try omitting this pause, but if your machine has trouble receiving faxes, then you must re-record the OGM to include it.

Multi-Line connections (PABX)

Most offices use a central telephone system.

Brother recommends that all our machines be connected to a discreet (dedicated) line. Although a particular PABX may appear to work with a particular model of fax machine, we cannot guarantee that the unit will operate correctly.

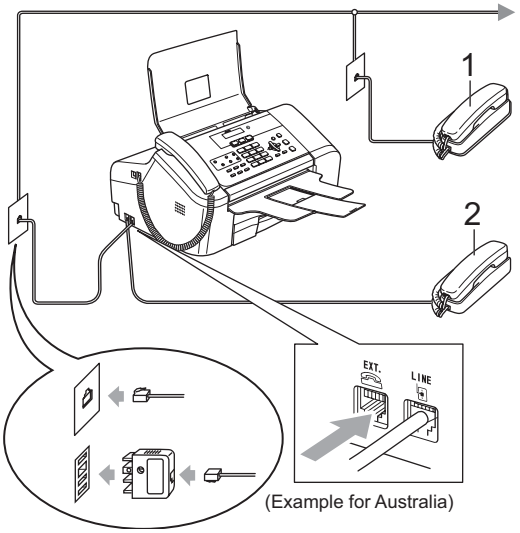
While it is often relatively simple to connect a fax machine to a PABX, (Private Automatic Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the fax machine for you.

Brother does not recommend the use of a PABX line. PABX limitations in general can cause some functions of the fax machine not to work correctly.

External and extension phones

Connecting an external or extension telephone

You can connect a separate telephone to your machine as shown in the diagram below.



(Example for Australia)

1 Extension telephone

2 External telephone

When you are using an external phone, the LCD shows `Ext. Tel in Use`.

Operation from extension telephones

If you answer a fax call on an extension or an external telephone plugged into the correct socket on the machine, you can make your machine take the call by using the Fax Receive Code. When you press the Fax Receive Code ✳ **5 1** (✳ **9 1** for New Zealand), the machine starts to receive the fax.

If the machine answers a voice call and pseudo/double-rings for you to take over, use the Telephone Answer Code **# 5 1** (**# 9 1** for New Zealand) to take the call at an extension phone. (See *F/T Ring Time (Fax/Tel mode only)* on page 30.)

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ✳ **5 1** (✳ **9 1** for New Zealand) and wait for the chirp or until the LCD shows `Receiving`, and then hang up.

Note

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* on page 31.)

Using remote codes

Fax receive code

If you answer a fax call on an extension or external telephone, you can tell your machine to receive it by dialling the fax receive code ✳ **5 1** (✳ **9 1** for New Zealand). Wait for the chirping sounds then replace the handset. (See *Fax Detect* on page 31.) Your caller will have to press **Start** to send the fax.

Telephone answer code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T (double) ring after the initial ring delay. If you pick up the call on an extension phone you can turn the F/T ring off by pressing **# 5 1** (**# 9 1** for New Zealand) (make sure you press this *between* the rings).

Changing the remote codes

If you want to use Remote Activation, you have to turn on the remote codes. (The default setting is On) The preset Fax Receive Code is ✳ **5 1** (✳ **9 1** for New Zealand). The preset Telephone Answer Code is **# 5 1** (**# 9 1** for New Zealand). If you want to, you can replace them with your own codes.

1. Press **Menu**, **2**, **1**, **4**.

   1.Setup Receive

   4.Remote Codes

2. Press ▲ or ▼ to choose On (or Off). Press **OK**.

3. Enter the new Fax Receive Code. Press **OK**.

4. Enter the new Telephone Answer Code. Press **OK**.

5. Press **Stop/Exit**.

Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code using the numbers **0**-**9**, ✳, **#**.
- Remote Codes might not work with some telephone systems.

8 Dialling and storing numbers

How to Dial

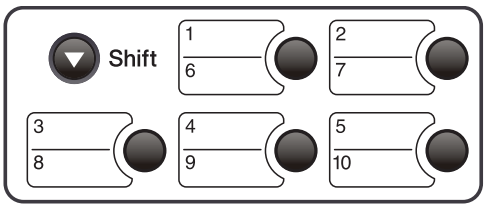
Manual dialling

Press all of the digits of the fax number.

One-Touch Dialling

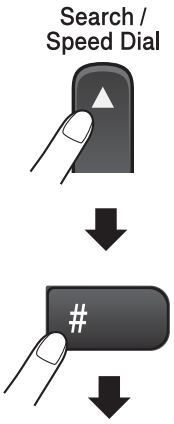
Press the One-Touch key that stores the number you want to call.

To dial One-Touch numbers **6** to **10**, hold down **Shift** as you press the One-Touch key.



Speed-Dialling

1. Press **Search/Speed Dial**, the **#** (hash) key, and then the two digit Speed-Dial number.



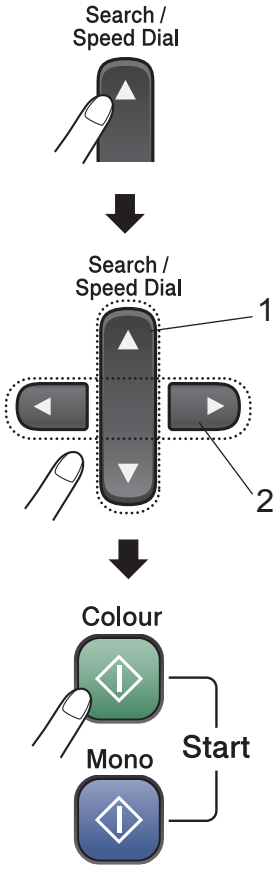
Note

If the LCD shows `Not Registered` when you enter a One-Touch number or a Speed-Dial number, a number has not been stored at this location.

Search

You can search for names you have stored in the One-Touch and Speed-Dial memories.

Press **Search/Speed Dial** and the menu keys to search numerically or use the dial pad and then the menu keys to search alphabetically.



1 **To search numerically.**

2 **To search alphabetically, you can use the dial pad to enter the first letter of the name you are looking for.**

Fax Redial

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Mono Start** or **Colour Start** to try again. If you want to make a second call to the last number dialled, you can save time by pressing **Redial/Pause** and **Mono Start** or **Colour Start**.

Redial/Pause only works if you dialled from the control panel.

If you are sending a fax automatically and the line is busy, the machine will automatically redial up to three times at five minute intervals.

Storing numbers

You can set up your machine to do the following types of easy dialling: One-Touch, Speed-Dial and Groups for broadcasting faxes. When you dial a Quick-Dial number, the LCD shows the name, if you stored it, or the number.

Note

If you lose electrical power, the Quick-Dial numbers that are in the memory will not be lost because they are stored permanently.

Storing a pause

Press **Redial/Pause** to put a 3.5-second pause between numbers. If you are dialling overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing One-Touch Dial numbers

Your machine has 5 One-Touch keys where you can store 10 fax or phone numbers for automatic dialling. To access numbers **6** to **10**, hold down **Shift** as you press the One-Touch key.

1. Press **Menu**, **2**, **3**, **1**.
2. Press the One-Touch key where you want to store a number.
3. Enter the number (up to 20 digits). Press **OK**.
4. Do one of the following:
   - Enter the name using the dial pad (up to 16 characters). (To help you enter letters, see *Entering Text* on page 112.) Press **OK**.
   - To store the number without a name, press **OK**.
5. Do one of the following:
   - To store another One-Touch number, go to step ❷.
   - To finish storing One-Touch numbers, press **Stop/Exit**.

Storing Speed-Dial numbers

You can store up to 100 2-digit Speed-Dial locations with a name. When you dial you will only have to press a few keys (For example: **Search/Speed Dial #**, the two-digit number, and **Mono Start** or **Colour Start**).

1. Press **Menu**, **2**, **3**, **2**.
2. Use the dial pad to enter a 2-digit Speed-Dial location number (00-99). Press **OK**.
3. Enter the fax or telephone number (up to 20 digits). Press **OK**.
4. Do one of the following:
   - Enter the name (up to 16 characters) using the dial pad.

     Press **OK**. (To help you enter letters, see *Entering Text* on page 112.)
   - To store the number without a name, press **OK**.
5. Do one of the following:
   - To store another Speed-Dial number, go to step ❷.
   - To finish the setting, press **Stop/Exit**.

Changing One-Touch and Speed-Dial numbers

If you try to store a One-Touch or Speed-Dial number where a number has already been stored, the LCD will show the name or number that has been stored there, and will ask you to do one of the following:

- Press **1** to change the stored number.

```
#05:MIKE

1.Change  2.Exit
```

- Press **2** to exit without making a change.

If you chose **1**, you will be able to change the stored number and name, or enter a new one. Follow the instructions below:

1. Enter a new number. Press **OK**.
2. Enter a new name. Press **OK**.

- To change a character, use ◀ or ▶ to position the cursor under the character you want to change, then press **Clear/Back**. Re-enter the character.

Setting up Groups for broadcasting

If you regularly want to send the same fax message to many fax numbers you can set up a Group. Groups are stored on a One-Touch key or a Speed-Dial number. Each group uses up a One-Touch key or a Speed-Dial location. You can then send the fax message to all the numbers stored in a Group just by pressing a One-Touch key or entering a Speed-Dial number, and then pressing **Mono Start**.

Before you can add numbers to a Group, you need to store them as One-Touch or Speed-Dial numbers. You can have up to six small Groups, or you can assign up to 99 numbers to one large Group.

1. Press **Menu**, **2**, **3**, **3**.

   3.Setup Groups

2. Choose an empty location where you want to store the Group in one of the following ways:
   - Press a One-Touch key.
   - Press **Search/Speed Dial** and enter a two-digit location. Press **OK**.

Note

Please select a One-Touch key or a Speed-Dial number that has not already been used to store a number.

3. Use the dial pad to enter a Group number (1 to 6).
   Press **OK**.

   Setup Group:G01

4. To add One-Touch or Speed-Dial numbers to the Group follow the instructions below:
   - For example, for One-Touch number 6 press One-Touch key **6**.
   - For example, for Speed-Dial location 09, press **Search/Speed Dial**, and then press **0** **9** on the dial pad.

   The LCD will display your chosen One-Touch numbers with a ✳, and Speed-Dial numbers with a # as shown in the illustration.

   G01:✳06 #09

5. Press **OK** when you have finished adding numbers.

6. Use the dial pad to enter a name for the Group.
   Press **OK**.

7. Press **Stop/Exit**.

Note

You can easily print a list of all your Quick-Dial numbers. Numbers that are part of a group will be marked in the GROUP column. (See *Reports* on page 56.)

8

Combining Quick-Dial numbers

You can combine more than one Quick-Dial number when you dial. This feature may be useful if you need to dial an access code for a cheaper rate long distance carrier.

For example, you might have stored ‘555’ on Speed-Dial #03 and ‘7000’ on Speed-Dial #02. You can use them both to dial ‘555-7000’ if you press the following keys:

Search/Speed Dial, **#03**,
Search/Speed Dial, **#02**, and **Mono Start** or **Colour Start**.

Numbers can be added manually by entering them on the dial pad:

Search/Speed Dial, **#03**, **7**, **0**, **0**, **1** (on the dial pad), and **Mono Start** or **Colour Start**.

This would dial ‘555-7001’. You can also add a pause by pressing the **Redial/Pause** key.

9 Remote fax options

Remote fax options are not available for colour fax.

You can only use one remote fax option at a time.

Fax Forwarding

The fax forwarding feature lets you automatically forward your received faxes to another machine. If you choose `Backup Print:On` the machine will also print the fax (this is a safety feature in case there is a power failure before the fax is forwarded or a problem at the receiving machine).

1. Press **Menu**, **2**, **5**, **1**.
   `1.Forward/Store`
2. Press ▲ or ▼ to choose `Fax Forward`.
   Press **OK**.
   The LCD will ask you to enter the fax number you want your faxes to be forwarded to.
3. Enter the forwarding number (up to 20 digits).
   Press **OK**.
4. Press ▲ or ▼ to choose `Backup Print:On` or `Backup Print:Off`.
   Press **OK**.

Note

When Fax Forwarding is turned on your machine will only receive monochrome faxes into memory. Colour faxes will not be received, unless the sending machine converts them to monochrome before sending.

5. Press **Stop/Exit**.

Fax Storage

The fax storage feature lets you store your received faxes in the machine's memory. You can retrieve stored fax messages from a fax machine at another location using the remote retrieval commands. (See *Retrieving fax messages* on page 52.) Your machine will automatically print a copy of the stored fax.

1. Press **Menu**, **2**, **5**, **1**.
   `1.Forward/Store`
2. Press ▲ or ▼ to choose `Fax Storage`.
   Press **OK**.
3. Press **Stop/Exit**.

Note

If Fax Storage is turned on your machine cannot receive a colour fax unless the sending machine converts it to monochrome.

Changing Remote Fax Options

If received faxes are left in your machine's memory when you change the remote fax options, the LCD will ask you one of the following messages:

```
Erase All Doc?
1.Yes 2.No
```

```
Print All Fax?
1.Yes 2.No
```

- If you press **1**, faxes in the memory will be erased or printed before the setting changes. If a backup copy has already been printed it will not be printed again.
- If you press **2**, faxes in the memory will not be erased or printed and the setting will be unchanged.

Turning off Remote Fax Options

1. Press **Menu**, **2**, **5**, **1**.

   ```
   1.Forward/Store
   ```

2. Press ▲ or ▼ to choose `Off`.
   Press **OK**.

3. Press **Stop/Exit**.

Note

The LCD will give you more options if there are received faxes still in your machine's memory. (See *Changing Remote Fax Options* on page 51.)

Remote Retrieval

You can call your machine from any touch tone telephone or fax machine, then use the remote access code and remote commands to retrieve fax messages.

Setting a Remote Access Code

The remote access code lets you access the remote retrieval features when you are away from your machine. Before you use the remote access and retrieval features, you have to set up your own code. The factory default code is inactive code (---✳).

1. Press **Menu**, **2**, **5**, **2**.

   ```
   2.Remote Access
   ```

2. Enter a three-digit code using numbers **0**-**9**, ✳, or **#**.
   Press **OK**. (The preset '✳' cannot be changed.)

3. Press **Stop/Exit**.

Note

Do not use the same code as your fax receive code [✳ **5 1** (✳ **9 1** for New Zealand)] or telephone answer code [**# 5 1** (**# 9 1** for New Zealand)]. (See *Operation from extension telephones* on page 44.)

You can change your code at any time by entering a new one. If you want to make your code inactive, press **Clear/Back** in step ❷ to restore the inactive setting (---✳) and press **OK**.

Using your Remote Access Code

1. Dial your fax number from a telephone or another fax machine using touch tone.
2. When your machine answers, enter your remote access code (3 digits followed by ✳ during a period of silence).
3. The machine signals if it has received messages:
   - **1 long beep — Fax messages**
   - **No beeps — No messages**
4. When the machine gives two short beeps, enter a command.
   The machine will hang up if you wait longer than 30 seconds to enter a command.
   The machine will beep three times if you enter an invalid command.
5. Press **9 0** to stop Remote Access when you have finished.
6. Hang up.

Note

If your machine is set to `Manual` mode and you want to use the remote retrieval features, wait about 2 minutes after it starts ringing, and then enter the remote access code within 30 seconds.

Retrieving fax messages

1. Dial your fax number.
2. When your machine answers, enter your remote access code (3 digits followed by ✳ during a period of silence). If you hear one long beep, you have messages.
3. When you hear two short beeps, press **9 6 2**.
4. Wait for the long beep, use the dial pad to enter the number (up to 20 digits) of the remote fax machine where you want your fax messages forwarded followed by **# #**.

Note

You cannot use ✳ and # as dial numbers. However, press **#** if you want to create a pause.

5. Press **9 0** to reset the machine when you have finished.
6. Hang up after you hear your machine beep. Your machine will call the other fax machine, which will then print your fax messages.

Changing your Fax Forwarding number

You can change the default setting of your fax forwarding number from another telephone or fax machine using touch tone.

1. Dial your fax number.
2. When your machine answers, enter your remote access code (3 digits followed by ✳) during a period of silence. If you hear one long beep, you have messages.
3. When you hear two short beeps, press **9 5 4**.
4. Wait for the long beep, and then use the dial pad to enter the new number (up to 20 digits) of the remote fax machine where you want your fax messages forwarded followed by **# #**.

Note

You cannot use ✳ and # as dial numbers. However, press **#** if you want to create a pause.

5. Press **9 0** when you have finished.
6. Hang up after you hear your machine beep.

Remote fax commands

Follow the commands below to access features when you are away from the machine. When you call the machine and enter your remote access code (3 digits followed by ✳), the system will give two short beeps and you must enter a remote command.

Remote commands		Operation details
95	**Change the Fax Forwarding or Fax Storage settings**	
	1 OFF	You can choose `Off` after you have retrieved or erased all your messages.
	2 Fax Forwarding	If you hear one long beep, the change has been accepted. If you hear three short beeps, you cannot change it because something has not been set up (for example, registering a Fax Forwarding number). You can register your Fax Forwarding number by entering 4. (See *Changing your Fax Forwarding number* on page 53.)
	4 Fax Forwarding number	
	6 Fax Storage	
96	**Retrieve a fax**	
	2 Retrieve all faxes	Enter the number of a remote fax machine to receive stored fax messages. (See *Retrieving fax messages* on page 52.)
	3 Erase faxes from the memory	If you hear one long beep, fax messages have been erased from the memory.
97	**Check the receiving status**	
	1 Document	You can check whether your machine has received any faxes. If yes, you will hear one long beep. If no, you will hear three short beeps.
98	**Change the Receive Mode**	
	1 External TAD	If you hear one long beep, your change has been accepted.
	2 Fax/Tel	
	3 Fax Only	
90	**Exit**	Pressing **9 0** will allow you to exit Remote Retrieval. Wait for the long beep, then replace the handset.

10 Printing Reports

Fax reports

You need to set up the Transmission Verification Report and Journal Period using the **Menu** key.

Transmission Verification Report

You can use the Transmission Report as proof that you sent a fax. This report lists the time and date of transmission and whether the transmission was successful (OK). If you choose `On` or `On+Image`, the report will print for every fax you send.

If you send a lot of faxes to the same place, you may need more than the job numbers to know which faxes you must send again. Choosing `On+Image` or `Off+Image` will print a section of the fax's first page on the report to help you remember.

When the Verification Report is turned `Off` or `Off+Image`, the Report will only print if there is a transmission error, with NG in the RESULT column.

1. Press **Menu**, **2**, **4**, **1**.
2. Press ▲ or ▼ to choose `Off+Image`, `On`, `On+Image` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Fax Journal (activity report)

You can set the machine to print a journal at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days). If you set the interval to `Off`, you can still print the report by following the steps in *How to print a report* on page 56. The default setting is `Every 50 Faxes`.

1. Press **Menu**, **2**, **4**, **2**.
2. Press ▲ or ▼ to choose an interval.
   Press **OK**.
   (If you choose 7 days, the LCD will ask you to choose the first day for the 7-day countdown.)
   - 6, 12, 24 hours, 2 or 7 days

     The machine will print the report at the chosen time and then erase all jobs from its memory. If the machine's memory becomes full with 200 jobs before the time you chose has passed, the machine will print the Journal early and then erase all jobs from the memory. If you want an extra report before it is due to print, you can print it without erasing the jobs from the memory.
   - Every 50 Faxes

     The machine will print the Journal when the machine has stored 50 jobs.
3. Enter the time to start printing in 24-hour format.
   Press **OK**.
   (For example: enter 19:45 for 7:45 PM.)
4. Press **Stop/Exit**.

Reports

The following reports are available:

1.XMIT Verify

Prints a Transmission Verification Report for your last transmission.

2.Help List

A help list about how to quickly program your machine.

3.Quick-Dial

Lists names and numbers stored in the One-Touch and Speed-Dial memory, in numerical order and shows any groups set up.

4.Fax Journal

Lists information about the last incoming and outgoing faxes. (TX: Transmit.) (RX: Receive.)

5.User Settings

Lists your settings.

How to print a report

1. Press **Menu**, **4**.
2. Choose one of the options below:
   - Press ▲ or ▼ to choose the report you want. Press **OK**.
   - Enter the number of the report you want to print. For example, press **2** to print the Help List.
3. Press **Mono Start**.

11 Polling

Polling lets you set up your machine so other people can receive faxes from you, but they pay for the call. It also lets you call somebody else's fax machine and receive a fax from it, so you pay for the call. The polling feature needs to be set up on both machines for this to work. Not all fax machines support polling.

Polling receive

Polling receive lets you call another fax machine to receive a fax.

Setup for polling receive

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **1**, **7**.
   `7.Polling RX`
3. Press ▲ or ▼ to choose `Standard`.
   Press **OK**.
4. Enter the fax number you are polling.
5. Press **Mono Start** or **Colour Start**.

Setup to receive polling with a secure code

Secure Polling restricts who can retrieve the documents you set up to be polled.

Secure Polling only works with Brother fax machines. If you want to retrieve a fax from a secured Brother machine you have to enter the secure code.

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **1**, **7**.
   `7.Polling RX`
3. Press ▲ or ▼ to choose `Secure`.
   Press **OK**.
4. Enter a four-digit secure code.
   Press **OK**.
   This is the security code of the fax machine you are polling.
5. Enter the fax number you are polling.
6. Press **Mono Start**or **Colour Start**.

Setup for delayed polling receive

Delayed polling lets you set the machine to begin polling receive at a later time. You can only set up one delayed polling operation.

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **1**, **7**.
   `7.Polling RX`
3. Press ▲ or ▼ to choose `Timer`.
   Press **OK**.
4. Enter the time (in 24-hour format) you want to start polling.
   Press **OK**.
   For example, enter 21:45 for 9:45 PM.
5. Enter the fax number you are polling.
6. Press **Mono Start** or **Colour Start**.
   The machine makes the polling call at the time you entered.

Note

If the other fax machine that you are calling has not been set-up for polling, you will receive the message: `Connection Fail`.

Sequential polling

The machine can request documents from several fax machines in one operation.

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **1**, **7**.
   `7.Polling RX`
3. Press ▲ or ▼ to choose `Standard`, `Secure` or `Timer`.
   Press **OK**.
4. Do one of the following:
   - If you chose `Standard`, go to step ❺.
   - If you chose `Secure`, enter a four-digit number, press **OK**, go to step ❺.
   - If you did not enter the correct Secure Code you will receive the following message: `Disconnected`.
   - If you chose `Timer`, enter the time (24-hour format) you want to begin polling and press **OK**, go to step ❺.
5. Specify the destination fax machines, which you wish to poll by using One-Touch, Speed-Dial, Search, a Group or the dial pad. You must press **OK** between each location.
6. Press **Mono Start** or **Colour Start**.
   The machine polls each number or group in turn for a document.

Press **Stop/Exit** while the machine is dialling to cancel the polling process.

To cancel all sequential polling receive jobs, see *Checking and cancelling waiting jobs* on page 26.

Polled transmit (Monochrome only)

Polled Transmit is when you set up your machine to wait with a document so another fax machine can call and retrieve it.

Setup for polled transmit

1. Make sure you are in Fax mode .
2. Load your document.
3. Press **Menu**, **2**, **2**, **6**.

   `6.Polled TX`
4. Press ▲ or ▼ to choose `Standard`.
   Press **OK**.

   `1.Doc 2.Memory`
5. Do one of the following:
   - Press **1** to leave the documents waiting in the ADF.

     If you want to use the ADF before your machine is polled, you must cancel the job.
   - Press **2** to scan the document into the memory.
6. The LCD shows:

   `Next`

   `1.Yes 2.No`
7. Press **2** and press **Mono Start**.

Note

Once a document has been stored in memory for Polling Transmit, it can be sent and received more than once.

Setup for polled transmit with secure code

Secure Polling restricts who can retrieve the documents you set up to be polled.

Secure Polling only works with Brother fax machines. If another person wants to retrieve a fax from your machine they will have to enter the secure code.

1. Make sure you are in Fax mode .
2. Load your document.
3. Press **Menu**, **2**, **2**, **6**.

   `6.Polled TX`
4. Press ▲ or ▼ to choose `Secure`.
   Press **OK**.
5. Enter a four-digit number.
   Press **OK**.

   `1.Doc 2.Memory`
6. Do one of the following:
   - Press **1** to leave the documents waiting in the ADF.

     If you want to use the ADF before your machine is polled, you must cancel the job.
   - Press **2** to scan the document into the memory.
7. The LCD shows:

   `Next`

   `1.Yes 2.No`
8. Press **2** and press **Mono Start**.

Section III

Copy

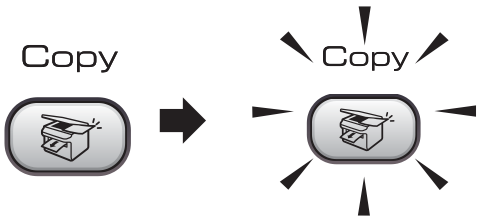
Making copies 62

12 Making copies

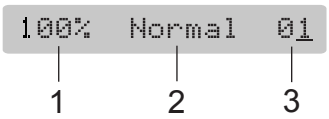
How to copy

Entering Copy mode

Press (**Copy**) to enter Copy mode. The default setting is Fax Mode. You can change the number of seconds or minutes that the machine stays in Copy mode. (See *Mode Timer* on page 17.)



The LCD shows the default copy settings:



1 Copy Ratio

2 Quality

3 No of Copies

Making a single copy

1. Make sure you are in Copy mode .
2. Load your document.
3. Press **Mono Start** or **Colour Start**.

Making multiple copies

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Mono Start** or **Colour Start**.

Note

To sort your copies, press **Copy Options**. (See *Sorting copies using the ADF (Monochrome only)* on page 66.)

Stop copying

To stop copying, press **Stop/Exit**.

Copy options

When you want to quickly change the copy settings temporarily for the next copy, use the Copy Options.

The machine returns to its default settings 30 seconds after it finishes copying, or if the mode timer returns the machine to Fax mode. For more information see *Mode Timer* on page 17.

Press	Menu selection/	Options	Page
Copy Options	Quality	Normal Fast Best	64
	Enlarge/ Reduce	50%/69%/78%/83%/ 93%/97%/100%/ 104%/142%/186%/ 198%/200%/ Custom(25-400%)	64
	Paper Type	Plain Paper Inkjet Paper Brother Photo Other Photo Transparency	67
	Paper Size	Letter Legal A4 A5 10(W)x15(H)cm	67
	Brightness	- □□■□□ +	66
	Stack/Sort	Stack Sort	66
	Page Layout	Off(1 in 1) 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L)	65
	No. of Copies	No. of Copies :01 (01 - 99)	

Note

You can save the copy settings you use most often by setting them as default. You can find instructions on how to do this in the section for each feature.

Changing copy speed and quality

You can choose from a range of quality settings. The default setting is Normal.

To temporarily change the quality setting, follow the instructions below:

Press Copy Options and ▲ or ▼ to choose Quality	Normal	Normal is the recommended mode for ordinary printouts. This produces good copy quality with good copy speed.
	Fast	Fast copy speed and lowest ink consumption. Use to save time printing documents to be proof-read, large documents or many copies.
	Best	Use best mode to copy precise images such as photographs. This provides the highest resolution and the slowest speed.

1. Make sure you are in Copy mode.
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
   - Press **Copy Options** and ▲ or ▼ to choose Quality.
     Press **OK**.
4. Press ▲ or ▼ to choose Normal, Fast or Best. Press **OK**.
5. Press **Mono Start** or **Colour Start**.

To change the default setting, follow the instructions below:

1. Press **Menu**, **3**, **1**.
   1.Quality
2. Press ▲ or ▼ to choose Normal, Fast or Best. Press **OK**.
3. Press **Stop/Exit**.

Enlarging or reducing the image copied

You can select the following enlargement or reduction ratios:

Custom(25-400%) allows you to enter a ratio from 25% to 400% in 1% increments.

Press Copy Options and ▲ or ▼ to choose Enlarge/Reduce	Custom(25-400%)
	200%
	198% 10x15cm→A4
	186%10x15cm→LTR
	142% A5→A4
	104% EXE→LTR
	100%
	97% LTR→A4
	93% A4→LTR
	83% LGL→A4
	78% LGL→LTR
	69% A4→A5
	50%

To enlarge or reduce the next copy follow the instructions below:

1. Make sure you are in Copy mode.
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to choose Enlarge/Reduce.
   Press **OK**.

5 Choose one of the options below:

- Use ▲ or ▼ to choose the enlargement or reduction ratio you want. Press **OK**.
- Use ▲ or ▼ to choose `Custom(25-400%)`. Press **OK**. Use the dial pad to enter an enlargement or reduction ratio from `25%` to `400%`. (For example, press **5** **3** to enter `53%`.) Press **OK**.

6 Press **Mono Start** or **Colour Start**.

Note

Page Layout Options 2 in 1(P), 2 in 1(L), 4 in 1(P) or 4 in 1(L) are *not* available with Enlarge/Reduce.

Making N in 1 copies

The N in 1 copy feature can help you save paper by letting you copy two or four pages onto one printed page.

Important

- Please make sure paper size is set to `Letter` or `A4`.
- You cannot use the Enlarge/Reduce setting with the N in 1.
- N in 1 colour copies are not available.
- `(P)` means Portrait and `(L)` means Landscape.

1 Make sure you are in Copy mode .

2 Load your document.

3 Use the dial pad to enter the number of copies (up to 99).

4 Press **Copy Options** and ▲ or ▼ to select `Page Layout`.
Press **OK**.

5 Press ▲ or ▼ to select `Off(1 in 1)`, `2 in 1 (P)`, `2 in 1 (L)`, `4 in 1 (P)`, or `4 in 1 (L)`.
Press **OK**.

6 Press **Mono Start** to scan the document.

Note

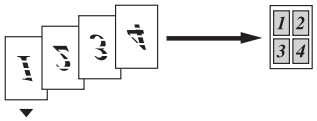
If photo paper is selected as the paper type setting for N in 1 copies, the images will be printed as if plain paper had been selected.

Place your document face down in the direction shown below:

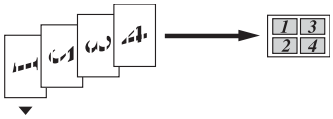
- **2 in 1 (P)**

- **2 in 1 (L)**

- **4 in 1 (P)**



- **4 in 1 (L)**



Sorting copies using the ADF (Monochrome only)

You can sort multiple copies. Pages will be stacked in the order 1 2 3, 1 2 3, 1 2 3, and so on.

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press or **Copy Options** and ▲ or ▼ to select `Stack/Sort`.
   Press **OK**.
5. Press ▲ or ▼ to select `Sort`. Press **OK**.
6. Press **Mono Start**.

Adjusting Brightness, Contrast and Colour

Brightness

To temporarily change the brightness setting, follow the instructions below:

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to select `Brightness`.
   Press **OK**.

   -□□■□□+
5. Press ▲ or ▼ to make the copy lighter or darker. Press **OK**.
6. Press **Mono Start** or **Colour Start**.

To change the default setting follow the instructions below:

1. Press **Menu**, **3**, **2**.
2. Press ▲ or ▼ to make the copy lighter or darker. Press **OK**.
3. Press **Stop/Exit**.

Contrast

Adjust the contrast to help an image look sharper and more vivid.

To change the default setting follow the instructions below:

1. Press **Menu**, **3**, **3**.

   `3.Contrast`
2. Press ▲ or ▼ to change the contrast. Press **OK**.
3. Press **Stop/Exit**.

Colour saturation

The colour saturation can only be changed through the default setting.

1. Press **Menu**, **3**, **4**.

   `4.Color Adjust`
2. Press ▲ or ▼ to select `1.Red`, `2.Green` or `3.Blue`. Press **OK**.
3. Press ▲ or ▼ to change the colour saturation. Press **OK**.
4. Choose one of the options below:
   - Return to ❷ to select the next colour.
   - Press **Stop/Exit**.

Paper options

Paper type

If you are copying on special paper, be sure to select the type of paper you are using so you will get the best print quality.

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to select `Paper Type`.
   Press **OK**.
5. Press ▲ or ▼ to select the type of paper you are using (`Plain Paper`, `Inkjet Paper`, `Brother Photo`, `Other Photo` or `Transparency`).
   Press **OK**.
6. Press **Mono Start** or **Colour Start**.

Note

To change the default paper type setting see *Paper Type* on page 17.

Paper size

If copying on paper other than A4 size, you will need to change the paper size setting. You can copy on Letter, Legal, A4, A5 or Photo Card 10(W) × 15(H)cm paper.

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to select `Paper Size`.
   Press **OK**.
5. Press ▲ or ▼ to select the size of paper you are using `Letter`, `Legal`, `A4`, `A5` or `10(W) x 15(H)cm`.
   Press **OK**.
6. Press **Mono Start** or **Colour Start**.

Note

To change the default paper type setting see *Paper Size* on page 17.

Section IV

Software

Software features 70

13 Software features

The CD-ROM includes the Software User's Guide for features available when connected to a computer (for example, printing and scanning). The guide has easy to use links that, when clicked, will take you directly to a particular section.

You can find information on these features:

- Printing
- Scanning
- ControlCenter3 (for Windows®)
- ControlCenter2 (for Macintosh®)
- Remote Setup
- Faxing from your computer

How to read the HTML User's Guide

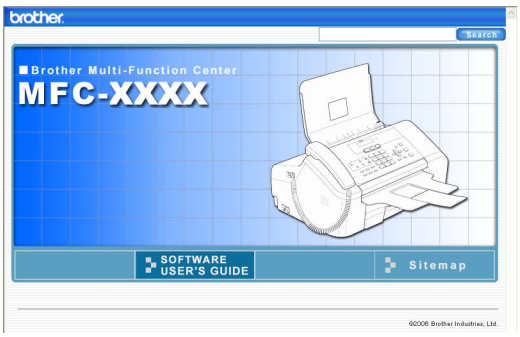
This is a quick reference for using the HTML User's Guide.

(For Windows®)

Note

If you have not installed the software, see *Viewing Documentation* on page 2.

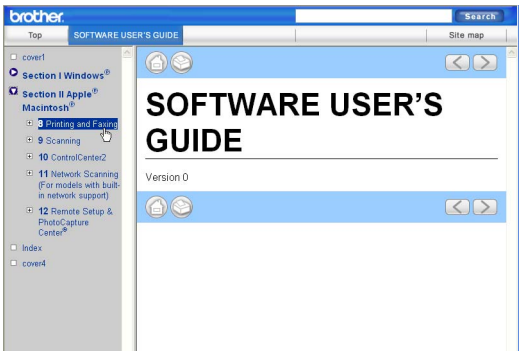
1. From the **Start** menu, point to **Brother**, **MFC-3360C** from the programs group, then click **User's Guide**.
2. Click **SOFTWARE USER'S GUIDE** from the top menu.



3. Click the heading you would like to read from the list at the left of the window.

(For Macintosh®)

1. Make sure your Macintosh® is turned on. Insert the Brother CD-ROM into your CD-ROM drive.
2. Double-click your **Documentation** icon.
3. Double-click your language folder and then double-click the top page of the HTML file.
4. Click **SOFTWARE USER'S GUIDE** in the top menu, and then click the heading you would like to read from the list at the left of the window.



Section V

Appendixes

Safety and Legal	72
Troubleshooting and Routine Maintenance	83
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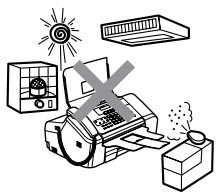
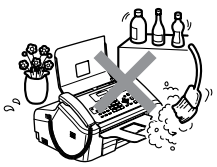
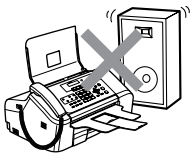
A Safety and Legal

Choosing a location

Put your machine on a flat, stable surface that is free of vibration and shocks, such as a desk. Put the machine near a telephone socket and a standard grounded electrical socket. Choose a location where the temperature remains between 10° and 35° C (50° F and 95° F).

CAUTION

- Avoid placing your machine in a high-traffic area.
- Avoid placing your machine on a carpet.
- DO NOT put the machine near heaters, air conditioners, refrigerators, medical equipment, chemicals or water.
- DO NOT expose the machine to direct sunlight, excessive heat, moisture, or dust.
- DO NOT connect your machine to electrical sockets controlled by wall switches or automatic timers.
- Disruption of power can wipe out information in the machine's memory.
- DO NOT connect your machine to electrical sockets on the same circuit as large appliances or other equipment that might disrupt the power supply.
- Avoid interference sources, such as other cordless telephone systems or speakers.

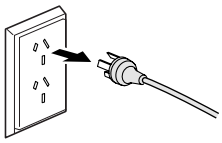




To use the machine safely

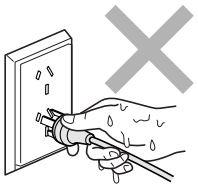
Please keep these instructions for later reference and read them before attempting any maintenance.

WARNING

There are high voltage electrodes inside the machine. Before you clean the inside of the machine, make sure you have unplugged the telephone line cord first and then the power cord from the electrical socket. Doing this will prevent an electrical shock.

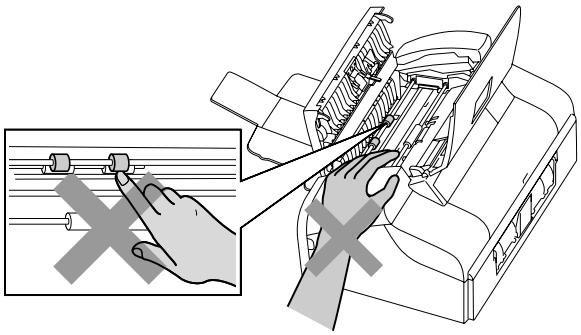


DO NOT handle the plug with wet hands. Doing this may cause an electrical shock.

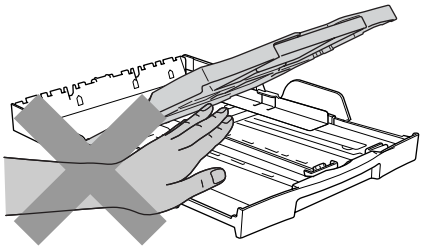


DO NOT pull in the middle of the AC power cord. Doing this might cause an electrical shock.

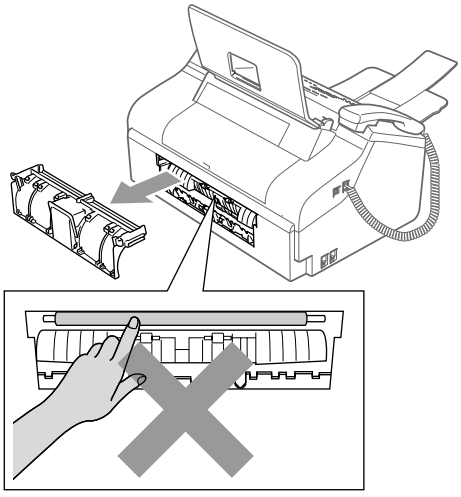
DO NOT put your hands on the edge of the machine under the panel cover or touch the document feed rollers. Doing this may cause injury.



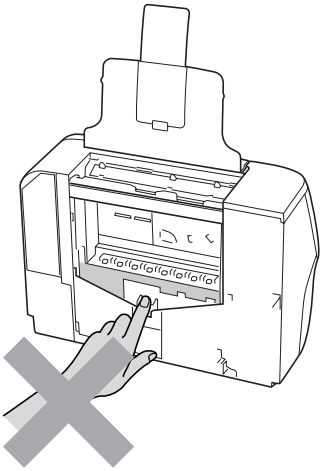
DO NOT put your hands on the edge of the paper tray under the output paper tray cover. Doing this may cause injury.



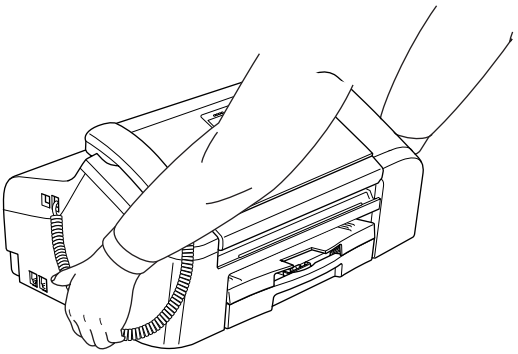
DO NOT touch the paper feed roller. Doing this may cause injury.



DO NOT touch the area shaded in the illustration. Doing this may cause injury.



When moving the machine you must lift it from the base, by placing a hand at each side of the unit as shown in the illustration.



If the machine becomes hot, releases smoke or generates any strong smells, immediately unplug the machine from the electrical socket. Call your Brother dealer.

If metal objects, water or other liquids get inside the machine, immediately unplug the machine from the electrical socket. Call your Brother dealer.

WARNING

- Use caution when installing or modifying telephone lines. Never touch telephone wires or terminals that are not insulated unless the telephone line has been unplugged at the wall socket. Never install telephone wiring during a lightning storm. Never install a telephone wall socket in a wet location.
- This product must be installed near an electrical socket that is easily accessible. In case of an emergency, you must unplug the power cord from the electrical socket to shut off the power completely.
- Always make sure the plug is fully inserted.

WARNING

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to people, including the following:

1 DO NOT use this product near water, for example, near a bath tub, wash bowl, kitchen sink or washing machine, in a wet basement or near a swimming pool.

2 Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

3 DO NOT use this product to report a gas leak in the vicinity of the leak.

IMPORTANT-For Your Safety

To ensure safe operation the two-pin plug or the three-pin plug supplied must be inserted only into a standard two-pin power point or three-pin power point which is effectively grounded through the normal household wiring.

Extension cords used with the equipment must be two-condoctor or three-conductor and be correctly wired to provide connection to ground. Incorrectly wired extension cords are a major cause of fatalities.

The fact that the equipment operates satisfactorily does not imply that the power is grounded and that the installation is completely safe. For your safety, if in any doubt about the effective grounding of the power, consult a qualified electrician.

Disconnect device

This product must be installed near an electrical socket that is easily accessible. In case of emergencies, you must disconnect the power cord from the electrical socket to shut off power completely.

Important Information for Australia

Important safety instructions

1 Read all of these instructions.

2 Save them for later reference.

3 Follow all warnings and instructions marked on the product.

4 Unplug this product from the wall socket before cleaning the outside of the machine and the scanner glass. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

5 Do not use this product near water.

6 Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.

7 Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless adequate ventilation is provided.

8 This product should be connected to an AC power source within the range indicated on the rating label. Do NOT connect it to a DC power source. If you are not sure, contact a qualified electrician.

9 This product is equipped with a 3-wire grounded plug, a plug having a third (grounded) pin. This plug will only fit into a grounded power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, call your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounded plug.

10 Do not place anything on top of the power cord including this machine. Do not allow the power cord to be stepped on.

11 Do not place anything in front of the machine that will block received faxes. Do not place anything in the path of received faxes.

12 Do not touch a document during printing.

13 Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in a risk of fire or electric shock. Never spill liquid of any kind on the product.

14 Do not attempt to service this product yourself, because opening or removing covers may expose you to dangerous voltage points and/or other risks. Refer all servicing to service personnel.

15 Wait until pages have exited the machine before picking them up.

16 Unplug this product from the electrical socket and refer servicing to Authorized Service Personnel under the following conditions:

- When the power cord is damaged or frayed.
- If liquid has been spilled into the product.

- If the product has been exposed to rain or water.
- If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product has been dropped or the cabinet has been damaged.
- If the product exhibits a distinct change in performance, indicating a need for service.

Important Information for New Zealand

Important Safety Instructions

1 Read all of these instructions.

2 Save them for later reference.

3 Follow all warnings and instructions marked on the product.

4 Unplug this product from the wall outlet before cleaning the outside of the macine. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

5 The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

6 This equipment does not fully meet Telecom's impedance requirements. Performance limitations may occur when used in conjunction with some parts of the network. Telecom will accept no responsibility should difficulties arise in such circumstances.

7 If a charge for local calls is acceptable, the "Dial Button" should not be used for local calls. Only the 7-digits of the local number should be dialled from your telephone. Do not dial the area code digit or the "0" prefix.

8 This equipment shall not be set to make automatic calls to the Telecom '111' Emergency Service.

9 This equipment should not be used under any circumstances which may constitute a nuisance to other Telecom customers.

10 Not all telephones will respond to incoming ringing when connected to the extension socket.

11 The answer delay setting of this equipment shall not be set to less than the default setting as this will destroy Caller ID information.

12 All persons using this device for recording telephone conversations shall comply with New Zealand law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the Principles enumerated in the Privacy Act 1993 shall be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is to be used and what it disclosed to any other party.

13 Do not place this product on an unstable surface, stand, or table. The product may fall, causing serious damage to the product.

14 Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should not be placed in a built-in installation unless proper ventilation is provided.

15 This product should be connected to an AC power source within the range indicated on the rating label. Do NOT connect it to a DC power source. If you are not sure, contact a qualified electrician.

16 This product is equipped with a 3-wire earthed plug. This plug will fit into only an earthed socket. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete socket. Do not defeat the purpose of an earthed plug.

17 Do not place anything on top of the power cord including this machine. Do not allow the power cord to be stepped on.

18 Do not place anything in front of the machine that will block received faxes. Do not place anything in the path of received faxes.

19 Do not touch a document during printing.

20 Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in a risk of fire or electric shock. Never spill liquid of any kind on the product.

21 Do not attempt to service this product yourself, because opening or removing covers may expose you to dangerous voltage points and/or other risks. Refer all servicing to service personnel.

22 Unplug this product from the mains power and telephone line sockets, and refer servicing to qualified Service Personnel under the following conditions:

- If the power cord is damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Incorrect adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product has been dropped or the cabinet has been damaged.
- If the product exhibits a distinct change in performance, indicating a need for service.

23 This unit will only work in conjunction with a tone signalling (DTMF) telephone, but some telephones are not compatible. Since noise or speech from the telephone can upset dialling from this unit, errors may result if the devices are used together in other than quiet conditions.

24 Where it is necessary to dial prefix digits, such as a Caller Display override code (“0196” or “0197”), this unit will have to be used in conjunction with an associated tone signalling (DTMF) telephone.

25 Note that some telephones are not compatible with this unit and dialling errors may result if the two devices are used together in other than quiet conditions. The Telecom Faults Service is not to be called should such problems arise. In such cases, it is recommended that the prefix and wanted number are dialled manually.

26 This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

Important Information for Some Countries

Important Safety Instructions

1 Read all of these instructions.

2 Save them for later reference.

3 Follow all warnings and instructions marked on the product.

4 Unplug this product from the wall outlet before cleaning the outside of the machine and the scanner glass. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

5 Do not place this product near water.

6 Do not place this product on an unstable cart, stand, or table. The product may drop, causing serious damage to the product.

7 Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or on a radiator or heater. This product should never be placed in a built-in installation unless proper ventilation is provided.

8 This product should be connected to an AC power source within the range indicated on the rating label. Do NOT connect it to a DC power source. If you are not sure, contact a qualified electrician.

9 This product is equipped with a 2-wire grounding type plug or a 3-wire grounding type plug (Only for Singapore, Malaysia, Hong Kong and India), a plug having two or three pins. This plug will only fit into only a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounding-type plug.

10 Do not place anything on top of the power cord including this machine. Do not allow the power cord to be stepped on.

11 If an extension cord is used with this product, make sure that the total ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating.

12 Do not place anything in front of the machine that will block received faxes. Do not place anything in the path of received faxes.

13 Do not touch a document during printing.

14 Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in the risk of fire or electric shock. Never spill liquid of any kind on the product.

15 Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points and/or other risks, and may void your warranty. Please refer all servicing to our Authorized Service Personnel. A list of Authorized Service Centres has been included for your convenience, or you may contact the Brother Dealer for Service.

16 Unplug this product from the wall outlet and refer servicing to Authorized Service Personnel under the following conditions:

- If the power cord is damaged or frayed.
- If the product has been spilled by liquid.
- If the product has been exposed to rain or water.
- If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product has been dropped or the cabinet has been damaged.
- If the product exhibits a distinct change in performance, indicating a need for service.

17 To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).

WARNING

For protection against the risk of electrical shock, always disconnect all cables from the wall outlet before servicing, modifying or installing the equipment.

This equipment may not be used on coin service lines provided by the telephone company or connected to party lines.

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B Troubleshooting and Routine Maintenance

Troubleshooting

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips. Visit us at http://solutions.brother.com.

If you are having difficulty with your machine

Printing

Difficulty	Suggestions
No printout	Check the interface cable on both the machine and your computer. (See the *Quick Setup Guide*.)
	Make sure the machine is plugged in and not in Power Save mode.
	One or more ink cartridges are empty. (See *Replacing the ink cartridges* on page 94.)
	Check to see if the LCD is showing an error message. (See *Error messages* on page 88.)
	Check that the correct printer driver has been installed and chosen.
	Make sure the machine is online. Click **Start** and then **Printers and Faxes**. Right-click and choose '**Brother MFC-XXXX**' (where XXXX is your model name), and make sure that 'Use Printer Offline' is unchecked.
Poor printing quality	Check the print quality. (See *Checking the print quality* on page 99.)
	Make sure the Printer Driver or Paper Type setting in the menu matches the type of paper you are using. (See *Printing for* Windows® *or Printing and Faxing for* Macintosh® in the Software User's Guide *on the CD-ROM* and *Paper Type* on page 17.)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge was in your machine over six months. ■ The ink cartridge may not have been stored properly before use.
	Try using the recommended types of paper. (See *Acceptable paper and other media* on page 7.)
	The recommended environment for your machine is between 20° C to 33° C (68° F to 91° F).
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* on page 98.)
	Try using the recommended types of paper. (See *Acceptable paper and other media* on page 7.)
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 98.)
Characters and lines are stacked.	Check the printing alignment. (See *Checking the printing alignment* on page 100.)

Printing (Continued)

Difficulty	Suggestions
Printed text or images are skewed.	Make sure the paper is loaded properly in the paper tray and the paper side guide is adjusted correctly. (See *Loading paper and other media* on page 11.)
	Make sure the Lower Jam Clear Cover is set properly.
Smudged stain at the top centre of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other media* on page 7.)
Printing appears dirty or ink seems to run.	Make sure you are using the proper types of paper. (See *Acceptable paper and other media* on page 7.) Don't handle the paper until the ink is dry.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See *Cleaning the machine printer platen* on page 97.)
	Make sure you are using the paper support flap. (See *Loading paper and other media* on page 11.)
The machine prints dense lines on the page.	Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	In the printer driver **Basic** tab, click the **Settings**, and uncheck the **Bi-Directional Printing**.
Cannot perform '2 in 1 or 4 in 1' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver **Basic** tab. Also, click the **Settings** tab, and make sure you uncheck **Colour Enhancement**.
	Set the borderless feature off. Borderless printing is slower than normal printing. (See *Printing for Windows® or Printing and Faxing for Macintosh® in the Software User's Guide on the CD-ROM*.)
Machine feeds multiple pages	Make sure the paper is loaded properly in the paper tray. (See *Loading paper and other media* on page 11.)
	Check that more than two types of paper are not loaded in the paper tray at any one time.
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See *Loading paper and other media* on page 11.)
Printed pages double-feed and cause a paper jam.	Close the output paper tray cover and slide it forward, then push the paper tray firmly back into the machine. While holding the paper tray in place, pull out the paper support until it clicks and unfold the paper support flap. (See the illustrations in *Loading paper and other media* on page 12.)
Machine does not print from Paint Brush.	Try setting the Display setting to '256 colours.'
Machine does not print from Adobe Illustrator.	Try to reduce the print resolution. (See *Printing for* Windows® *or Printing and Faxing for* Macintosh® in the Software User's Guide *on the CD-ROM*.)
The machine cannot print full pages of a document. `Out of Memory` message occurs.	Reduce the printing resolution. (See *Printing for* Windows® *or Printing and Faxing for* Macintosh® in the Software User's Guide *on the CD-ROM*.) Reduce the complexity of your document and try again. Reduce the graphic quality or the number of font sizes within your application software.

Printing Received Faxes

Difficulty	Suggestions
Condensed print and white streaks across the page or the top and bottom of sentences are cut off.	You probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Received colour fax prints only in black and white.	Replace the colour ink cartridges that are empty or nearly empty, and then ask the other person to send the colour fax again. (See *Replacing the ink cartridges* on page 94.)
Left and Right margins are cut off or a single page is printed on two pages.	Turn on Auto Reduction. (See *Printing a reduced incoming fax* on page 31.)

Phone Line or Connections

Difficulty	Suggestions
Dialling does not work. (No dial tone)	Check that the machine is plugged in and switched on.
	Check all line cord connections.
	(Not available in New Zealand) Change Tone/Pulse setting. (See *Quick Setup Guide*.)
	Lift the external phone's, (or the machine's handset if available), and then dial the number to send a manual fax. Wait to hear fax receiving tone before pressing **Mono Start** or **Colour Start**.
The machine does not answer when called.	Make sure the machine is in the correct receiving mode for your setup. (See *Receive modes* on page 28.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax	Check all line cord connections.
	Make sure the machine is in the correct receiving mode for your setup. (See *Receive modes* on page 28.)

Sending Faxes

Difficulty	Suggestions
Cannot send a fax	Check all line cord connections.
	Make sure that the Fax key is illuminated. (See *Entering Fax mode* on page 22.)
	Ask the other party to check that the receiving machine has paper.
	Print the Transmission Verification Report and check for an error. (See *Reports* on page 56.)
	Make sure the panel cover is completely closed.
Transmission Verification Report says 'Result:NG' or 'Result:ERROR'.	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get 'Result:NG' on the Transmission Verification Report, your machine may be out of memory. If the problem continues, ask the telephone company to check your phone line.
	If you often get transmission errors due to possible interference on the phone line, try changing the menu setting of Compatibility to `Basic`. (See *Compatibility* on page 93.)
Poor fax send quality.	Try changing your resolution to `Fine` or `S.Fine`. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner* on page 97.)
Vertical black lines when sending.	If the copy you made shows the same problem, clean the scanner. (See *Cleaning the scanner* on page 97.)

Handling Incoming Calls

Difficulty	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If Fax Detect is set to on, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning Fax Detect to off. (See *Fax Detect* on page 31.)
Sending a fax call to the machine.	If you answered at the machine, press **Mono Start** and hang up at once. If you answered on an external or extension phone, press your Fax Receive Code [default setting is ✳51 (✳91 for New Zealand)]. When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, an alarm system or other custom feature on a single phone line with your machine, it may create a problem sending or receiving faxes. **For example:** If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate phone line with no custom features is recommended.

Menu Setting Difficulty

Difficulty	Suggestions
The machine beeps when you try to access the Setup Receive menu.	If the Fax key is not illuminated, press it to turn on Fax mode. The Setup Receive setting is available only when the machine is in Fax mode.

Copying Difficulty

Difficulty	Suggestions
Cannot make a copy	Make sure that the Copy key is illuminated. (See *Entering Copy mode* on page 62.)
	Make sure the panel cover is completely closed.
Vertical streaks appear on copies	If you see vertical streaks on copies, clean the scanner. (See *Cleaning the scanner* on page 97.)

Scanning Difficulty

Difficulty	Suggestions
Cannot scan	Make sure the panel cover is completely closed.
TWAIN/WIA errors appear while scanning.	Make sure the Brother TWAIN/WIA driver is chosen as the primary source. In PaperPort® SE with OCR, click **File**, **Scan** and choose the Brother TWAIN/WIA driver.

Software Difficulty

Difficulty	Suggestions
Cannot install software or print	Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
‘Device Busy’	Make sure the machine is not showing an error message on the LCD.

Error messages

As with any sophisticated office product, errors may occur. If this happens, your machine identifies the error and shows an error message. The most common error messages are shown below.

You can correct most errors by yourself. If you need more help, the Brother Solutions Center offers latest FAQs and troubleshooting tips.

Visit us at http://solutions.brother.com.

Error Message	Cause	Action
Change Unable XX Clean Unable XX	The machine has a mechanical problem. **—OR—** A foreign objects such as a clip or ripped paper is in the machine.	Open the Upper Clear Jam Cover and remove any foreign objects inside the machine. If the error message continues, see *Transferring your faxes or Fax Journal report* on page 90 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.
Comm.Error	Poor phone line quality caused a communication error.	Try sending the fax again or try connecting the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your phone line.
Cover Open Close all covers	The Upper Jam Clear Cover is not closed completely.	Open the Upper Jam Clear Cover and then close it again.
	The ink cartridge cover is not closed completely.	Firmly close the ink cartridge cover until it clicks.
Data Remaining	Print data is left in the machine's memory.	Re-start printing from your computer.
	Print data is left in the machine's memory. The USB cable was unplugged while the computer was sending the data to the machine.	Press **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	See *Using the ADF* on page 6. See *Document jam* on page 91.
	The panel cover is open.	Close the panel cover and press **Stop/Exit**.
High Temperature	The print head is too warm.	Allow the machine to cool down.
Init Unable XX	The machine has a mechanical problem. **—OR—** A foreign objects such as a clip or ripped paper is in the machine.	Open the Upper Jam Clear Cover and remove any foreign objects inside the machine. If the error message continues, see *Transferring your faxes or Fax Journal report* on page 90 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.

Error Message	Cause	Action
Ink Empty	One or more of the ink cartridges is empty. The machine will stop all print operations. While memory is available, black and white faxes will be stored in the memory. If a sending machine has a colour fax, the machine's 'handshake' will ask that the fax be sent as black and white. If the sending machine has the ability to convert it, the colour fax will be stored in the memory as a black and white fax.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 94.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.
Near Empty XX	One or more of the ink cartridges are running out of ink. If a sending machine has a colour fax, the machine's 'handshake' will ask that the fax be sent as black and white. If the sending machine has the ability to convert it, the colour fax will be received into memory as a black and white fax.	Order a new ink cartridge.
No Caller ID	There is no incoming call history. You have not received any calls, you have not activated the Caller ID feature on your machine, or you have not subscribed to the Caller ID service from your telephone company.	If you want to use the Caller ID feature call your telephone company. (See *Caller ID (For Singapore and Hong Kong)* on page 41.)
No Cartridge	An ink cartridge is not installed properly.	Take out the ink cartridge and put it in again seating it properly. (See *Replacing the ink cartridges* on page 94.)
No Paper Fed	The machine is out of paper or paper is not properly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Mono Start** or **Colour Start**. ■ Remove the paper and load it again and then press **Mono Start** or **Colour Start**.
	The paper is jammed in the machine.	See *Printer jam or paper jam* on page 91.
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that is not programmed.	Set up the Speed Dial number. (See *Storing Speed-Dial numbers* on page 48.)

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in progress** Press **Stop/Exit** and wait until the other operations in progress finish and then try again. Clear the data in the memory. To gain extra memory, you can turn off Fax Storage. (See *Turning off Remote Fax Options* on page 51.) Print the faxes that are in the memory. (See *Printing a fax from the memory* on page 32.) **Printing operation in progress** Reduce print resolution. (For details, see *Printing for* Windows® *or Printing and Faxing for* Macintosh® in the Software User's Guide *on the CD-ROM*.)
Paper Jam	Paper is jammed in the machine.	Open the upper and lower jam clear covers (at the back of the machine) and remove the jammed paper. (See *Printer jam or paper jam* on page 91.)
Print Unable XX Scan Unable XX	The machine has a mechanical problem. **—OR—** A foreign objects such as a clip or ripped paper is in the machine.	Open the upper jam clear cover and remove any foreign objects inside the machine. If the error message continues, see *Transferring your faxes or Fax Journal report* on page 90 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.
Wrong Paper Size	Paper is not the correct size.	Load the correct size of paper (Letter, Legal or A4), and then press **Mono Start** or **Colour Start**.

Transferring your faxes or Fax Journal report

If the LCD shows:
Change Unable XX, Clean Unable XX, Init Unable XX, Print Unable XX or Scan Unable XX

We recommend transferring your faxes to another fax machine. (See *Transferring faxes to another fax machine* on page 90.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring Fax Journal report to another fax machine* on page 91.)

Note

If there is an error message on the machine's LCD, after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

Transferring faxes to another fax machine

If you have not set up your Station ID (See Quick Setup Guide), you cannot enter fax transfer mode.

1. Press **Stop/Exit** to interrupt the error temporarily.
2. Press **Menu**, **9**, **0**, **1**.
3. Do one of the following:
   - If the LCD shows No Data, there are no faxes left in the machine's memory.
     Press **Stop/Exit**.
   - If the LCD shows Enter Fax No., enter the fax number to which faxes will be forwarded.
4. Press **Mono Start**.

Transferring Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode.

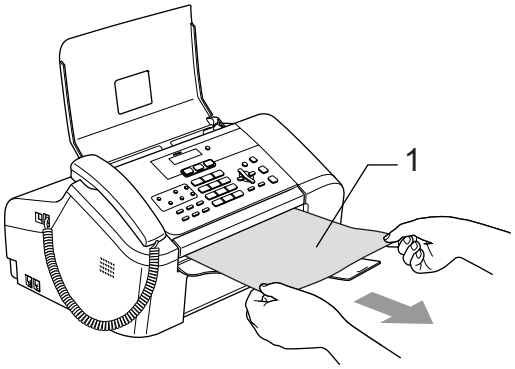
1. Press **Menu 9**, **0**, **2**.
2. Enter the fax number to which Fax Journal report will be forwarded.
3. Press **Mono Start**.

Document jam

Documents can jam if they are not inserted or fed properly, or if they are too long. Follow the steps below to clear a document jam.

Document is jammed inside the front of the machine

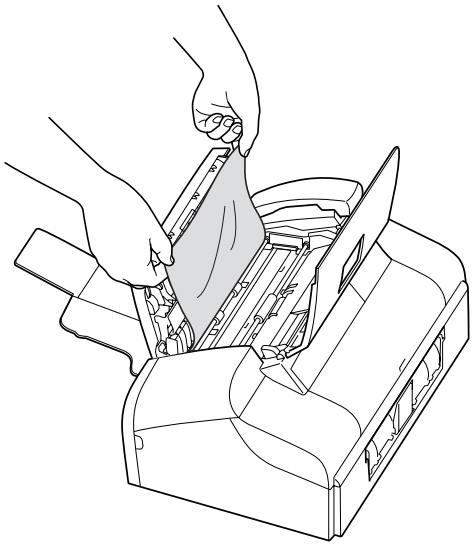
1. Take out any paper from the ADF that is not jammed.
2. Pull the jammed document (1) out toward the front of the machine.



3. Press **Stop/Exit**.

Document is jammed inside the panel cover

1. Take out any paper from the ADF that is not jammed.
2. Open the panel cover.
3. Pull the jammed document out.

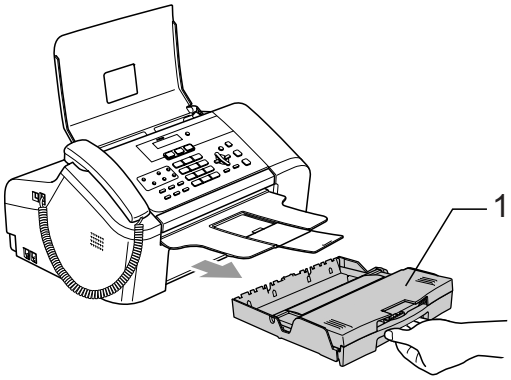


4. Close the panel cover.
5. Press **Stop/Exit**.

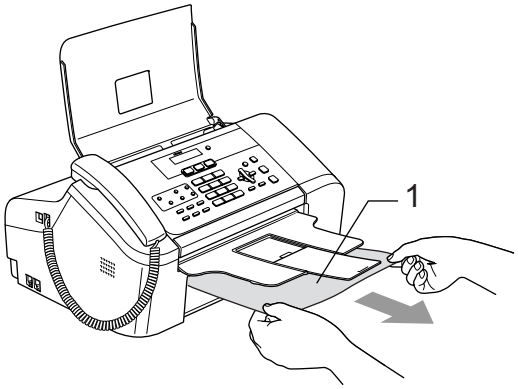
Printer jam or paper jam

Take out the jammed paper depending on where it is jammed in the machine. Open and close the Upper Jam Clear Cover to clear the error.

1. Pull the paper tray (1) out of the machine.

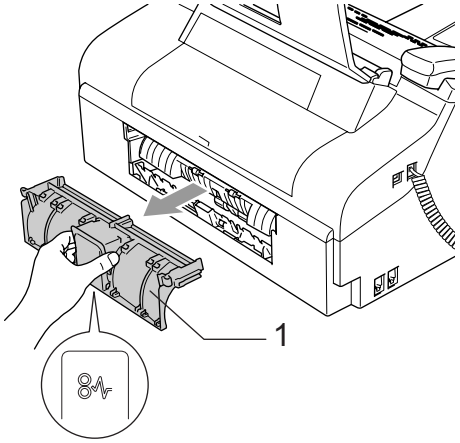


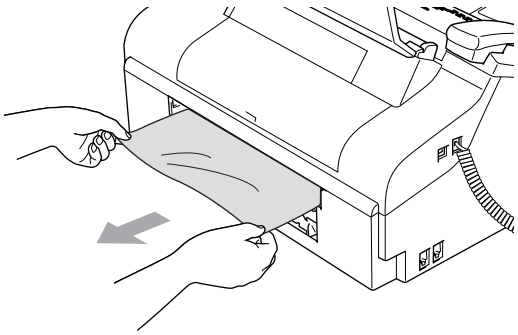
2 Pull out the jammed paper (1).



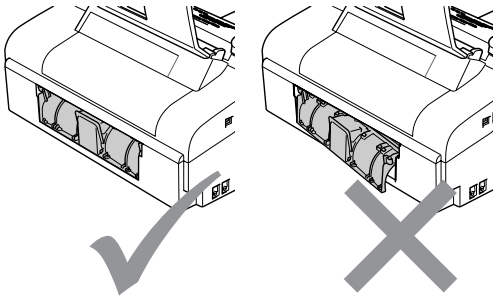
- If you cannot remove the jammed paper from the front side, or the error message still appears on the LCD after you remove the jammed paper, please go to the next step.

3 Remove the Lower Jam Clear Cover (1) from the back of the machine. Pull the jammed paper out of the machine.

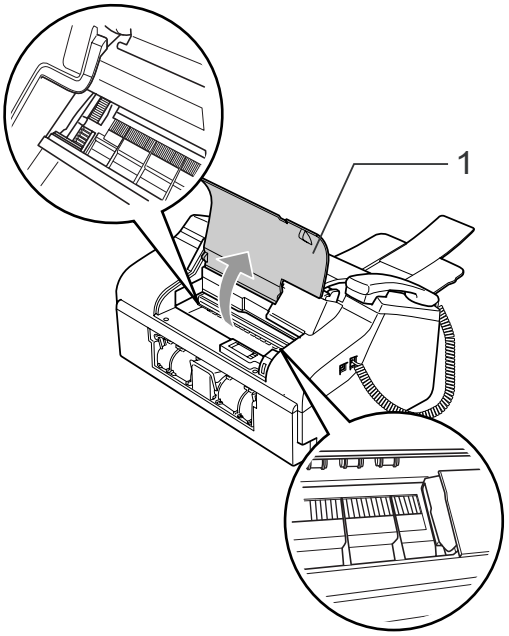




4 Put the Lower Jam Clear Cover back on. Make sure the cover is set properly.



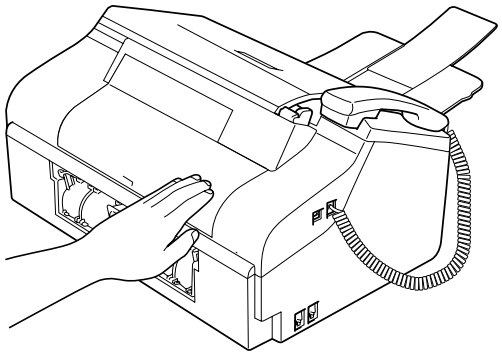
5 Open the Upper Jam Clear Cover (1). Make sure that there is no jammed paper left in the corners of the machine.



Note

If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

6 Close the Upper Jam Clear Cover.



7 Push the paper tray firmly back into the machine. While holding the paper tray in place, pull out the paper support until it clicks and unfold the paper support. (See the illustrations in *Loading paper and other media* on page 11.)

Dial Tone detection

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to `Detection` you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the default `No Detection` setting.

1 Press **Menu**, **0**, **5**.

2 Press ▲ or ▼ to choose `Detection` or `No Detection`.
Press **OK**.

3 Press **Stop/Exit**.

Compatibility

If you are having problems sending or receiving a fax due to possible interference on the phone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

1 Press **Menu**, **2**, **0**, **2**.

2 Press ▲ or ▼ to choose `Normal`, `Basic` (or `High`).

- `Basic` cuts the modem speed to 9600 bps. Unless interference is a recurring problem on your phone line, you may prefer to use it only when needed.
- `Normal` sets the modem speed at 14400 bps.
- `High` sets the modem speed at 33600 bps. (Default)

Press **OK**.

3 Press **Stop/Exit**.

Note

When you change the compatibility to `Basic`, the ECM feature is only available for colour fax sending.

Routine maintenance

Replacing the ink cartridges

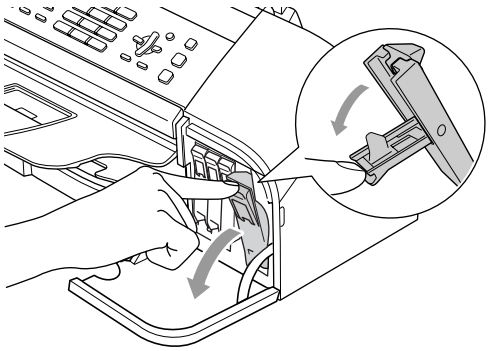
Your machine is equipped with an ink sensor. The ink sensor automatically monitors the level of ink in each of the 4 cartridges. When the machine detects an ink cartridge is running out of ink, the machine will tell you with a message on the LCD.

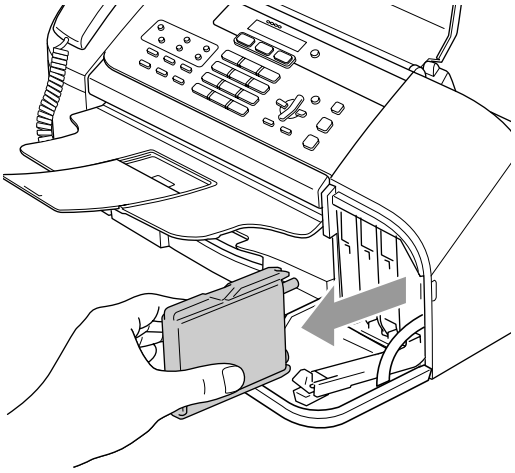
The LCD will tell you which ink cartridge is low or needs replacing. Be sure to follow the LCD prompts to replace the ink cartridges in the correct order.

Even though the machine tells you that an ink cartridge is empty, there will be a small amount of ink left in the ink cartridge. It is necessary to keep some ink in the ink cartridge to prevent air from entering the print head assembly.

1. Open the ink cartridge cover.
   If one or more ink cartridges are empty, for example Black, the LCD shows `Ink Empty Black` and `Replace Ink`.

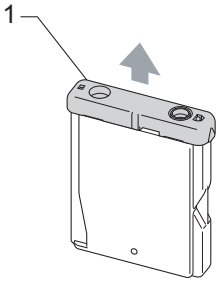
2. Pull the lock release lever and take out the ink cartridge for the colour shown on the LCD.





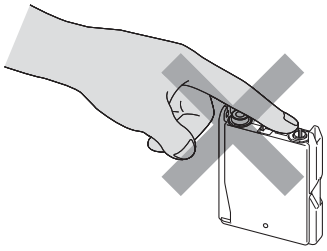
3. Open the new ink cartridge bag for the colour shown on the LCD, and then take out the ink cartridge.

4. Remove the protective yellow cap (1).



Improper Setup

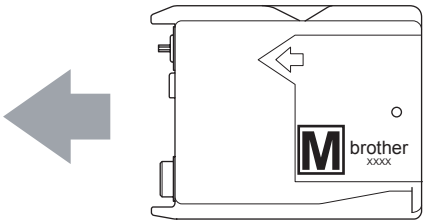
DO NOT touch the area shown in the illustration below.



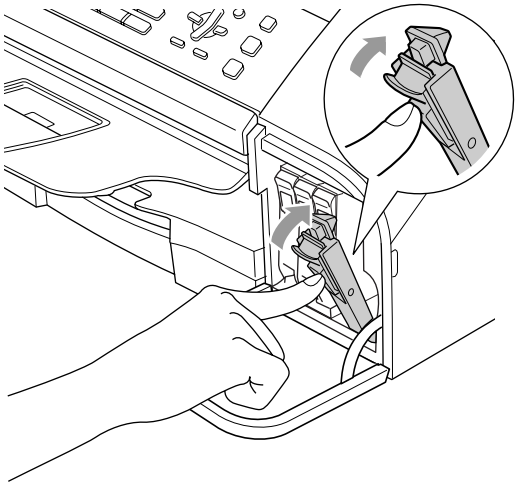
Note

If the protective yellow caps come off when you open the bag, the cartridge will not be damaged.

5 Each colour has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.



6 Lift the lock release lever and gently push it until it clicks, and then close the ink cartridge cover.



7 The machine will automatically reset the ink dot counter.

Note

- If you replaced an ink cartridge before the LCD shows `Near Empty` or `Ink Empty`, the LCD will ask you to verify that it was a brand new one. (For example, `Did You Change Blck?`) For each new cartridge you installed, press **1** (`Yes`) to automatically reset the ink dot counter for that colour. If the ink cartridge you installed is not a brand new one, be sure to press **2** (`No`).
- If the LCD shows `No Cartridge` after you install the ink cartridges, check that the ink cartridges are installed properly.

WARNING

If ink gets in your eyes, wash them out with water at once and call a doctor if you are concerned.

CAUTION

DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.

DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.

If ink stains your skin or clothing, wash with soap or detergent at once.

If you mix the colours by installing an ink cartridge in the wrong position, clean the print head several times after correcting the cartridge installation (See *Cleaning the print head* on page 98).

Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.

DO NOT dismantle or tamper with the ink cartridge; this can cause the ink to leak out of the cartridge.

Brother multifunction machines are designed to work with ink of a particular specification and will work to a level of optimum performance when used with genuine Brother Branded ink cartridges. Brother cannot guarantee this optimum performance if ink or ink cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than genuine Brother Branded cartridges or the refilling of empty cartridges with this machine or the refilling of empty cartridges with ink from other sources. If damage is caused to the print head or other parts of this machine as a result of using incompatible products with this machine, any repairs required as a result may not be covered by the warranty.

Cleaning the outside of the machine

CAUTION

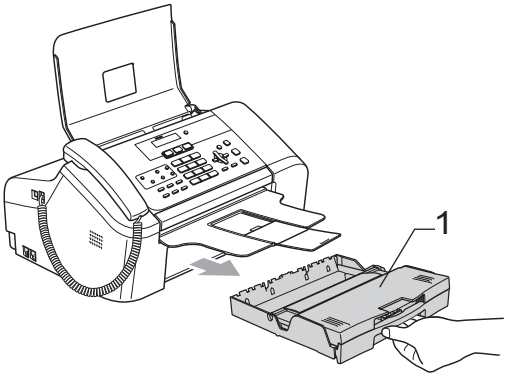
Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the outside surface of the machine.

DO NOT use cleaning materials that contain ammonia.

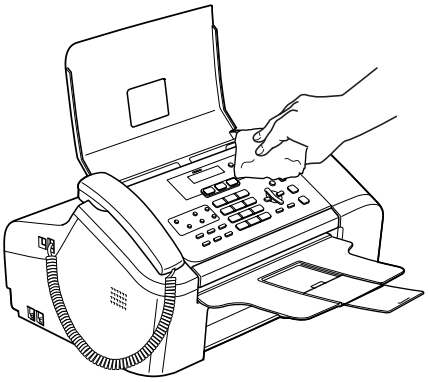
DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

Clean the outside of the machine as follows:

1. Pull the paper tray (1) completely out of the machine.

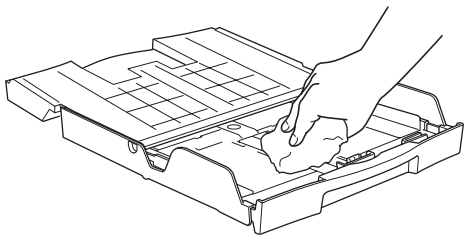


2. Wipe the outside of the machine with a soft cloth to remove dust.



3. Remove anything that is stuck inside the paper tray.

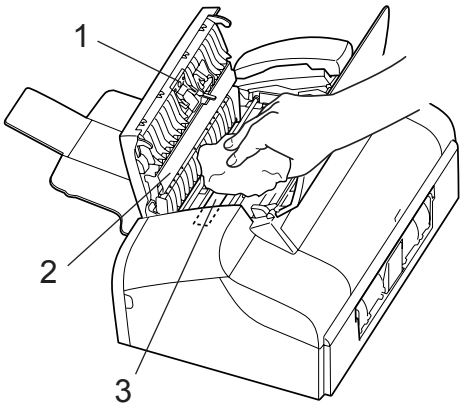
4 Lift the output paper tray cover and wipe the inside and outside of the paper tray with a soft cloth to remove dust.



5 Close the output paper tray cover and put the paper tray firmly back in the machine.

Cleaning the scanner

1 Unplug the machine, open the panel cover (1). Clean the white bar (2) and the glass strip (3) with isopropyl alcohol on a soft lint-free cloth.

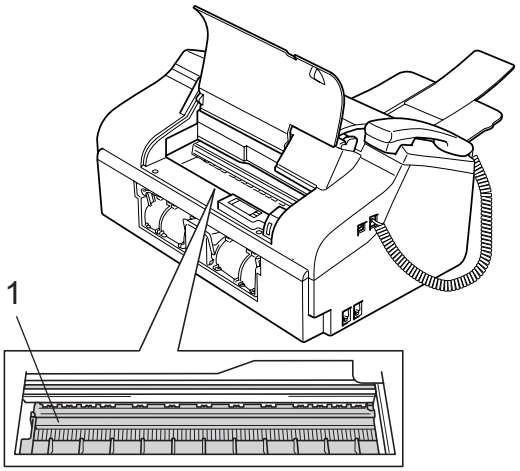


Cleaning the machine printer platen

WARNING

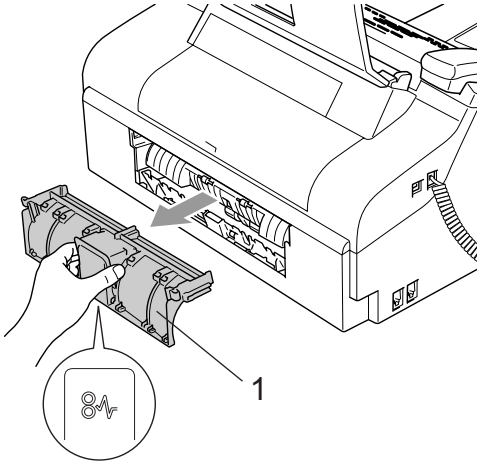
Unplug the machine from the AC power outlet before cleaning the printer platen (1).

1 Clean the machine printer platen (1) and the area around it, wiping off any scattered ink with a soft, *dry*, lint-free cloth.

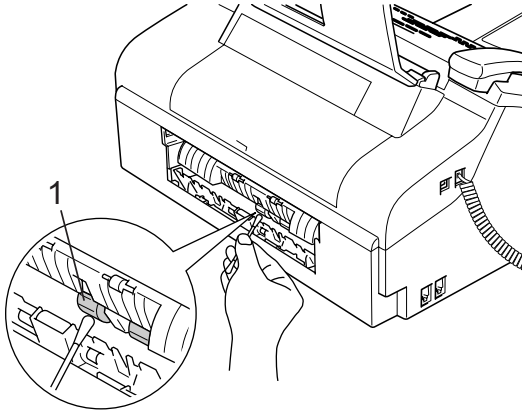


Cleaning the paper pick-up roller

1. Pull the paper tray completely out of the machine.
2. Unplug the machine from the electrical socket and remove the Lower Jam Clear Cover (1).



3. Clean the Paper Pick-up Roller (1) with isopropyl alcohol on a cotton swab.



4. Put the Lower Jam Clear Cover back on. Make sure the cover is set properly.
5. Put the paper tray firmly back in the machine.
6. Re-connect the power cord.

Cleaning the print head

To ensure good print quality, the machine will regularly clean the print head. You can start the cleaning process manually if needed.

Clean the print head and ink cartridges if you get a horizontal line in the text or graphics on your printed pages. You can clean Black only, three colours at a time (Yellow/Cyan/Magenta and Black), or all four colours at once (Yellow/Cyan/Magenta and Black).

Cleaning the print head consumes ink. Cleaning too often uses ink unnecessarily.

CAUTION

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

1. Press **Ink Management**.
2. Press ▲ or ▼ to choose `Cleaning`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Black`, `Color` or `All`.
   Press **OK**.
   The machine cleans the print head. When cleaning is finished, the machine will go back to standby mode automatically.

Note

If you clean the print head at least five times and the print has not improved, call your Brother dealer for service.

Checking the print quality

If faded or streaked colours and text appear on your output, some of the nozzles may be clogged. You can check this by printing the Print Quality Check Sheet and looking at the nozzle check pattern.

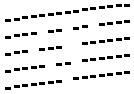
1. Press **Ink Management**.
2. Press ▲ or ▼ to choose `Test Print`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Print Quality`.
   Press **OK**.
4. Press **Colour Start**.
   The machine begins printing the Print Quality Check Sheet.
5. Check the quality of the four colour blocks on the sheet.

   `Is Quality OK?`

   `1.Yes 2.No`
6. Do one of the following:
   - If all lines are clear and visible, press **1** to choose `Yes`, and go to step ❿.
   - If you can see missing short lines as shown below, press **2** to choose `No`.

OK

Poor



7. The LCD asks you if the print quality is OK for black and three colours.

   `Black OK?`

   `1.Yes 2.No`

   Press **1** (`Yes`) or **2** (`No`).
8. The LCD asks you if you want to start cleaning.

   `Start Cleaning?`

   `1.Yes 2.No`

   Press **1** (`Yes`).
   The machine starts cleaning the print head.
9. After cleaning is finished, press **Colour Start**.
   The machine starts printing the Print Quality Check Sheet again and then returns to ❺.
10. Press **Stop/Exit**.
    If you repeat this procedure at least five times and the print quality is still poor, replace the ink cartridge for the clogged colour.
    After replacing the ink cartridge, check the print quality. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call your Brother dealer.

CAUTION

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

Note

When a print head nozzle is clogged the printed sample looks like this.

After the print head nozzle is cleaned, the horizontal lines are gone.

Checking the printing alignment

You may need to adjust the printing alignment after transporting the machine if your printed text becomes blurred or images become faded.

1. Press **Ink Management**.
2. Press ▲ or ▼ to choose `Test Print`. Press **OK**.
3. Press ▲ or ▼ to choose `Alignment`. Press **OK**.
4. Press **Mono Start** or **Colour Start**. The machine starts printing the Alignment Check Sheet.

   `Is Alignment OK?`

   `1.Yes 2.No`
5. Check the 600 dpi and 1200 dpi test prints to see if number 5 most closely matches number 0.
   - If the number 5 sample of both the 600 dpi and 1200 dpi are the best matches, press **1** (`Yes`) to finish Alignment Check, and go to step ❽.
   - If another test print number is a better match for either 600 dpi or 1200 dpi, press **2** (`No`) to choose it.
6. For 600 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

   `600dpi Adjust`

   `Select Best # 5`
7. For 1200 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

   `1200dpi Adjust`

   `Select Best # 5`
8. Press **Stop/Exit**.

Checking the ink volume

You can check the ink that is left in the cartridge.

1. Press **Ink Management**.
2. Press ▲ or ▼ to choose `Ink Volume`. Press **OK**.
   The LCD shows the ink volume.

   `Ink Volume`

   `BK:-□□□■□□□+`
3. Press ▲ or ▼ to choose the colour you want to check.
4. Press **Stop/Exit**.

Note

You can check the ink volume from your computer. (See *Printing for Windows® or Printing and Faxing for Macintosh® in the Software User's Guide on the CD-ROM*.)

Machine Information

Checking the serial number

You can see the machine's serial number on the LCD.

1. Press **Menu**, **5**, **1**.

   `1.Serial No.`
2. Press **OK**.

   `XXXXXXXXXX`
3. Press **Stop/Exit**.

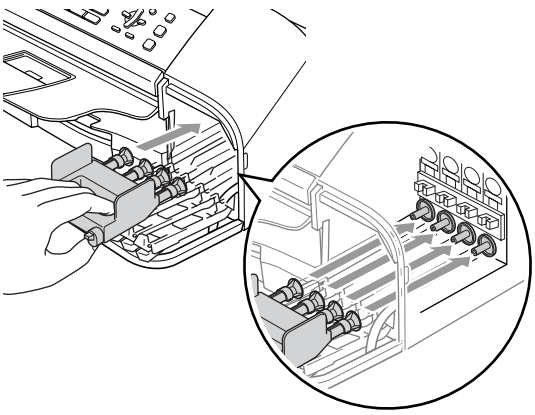
Packing and shipping the machine

When you transport the machine, use the packing materials that came with your machine. If you do not pack the machine properly, you could void your warranty.

CAUTION

It is important to allow the machine to 'park' the print head after a print job. Listen carefully to the machine before unplugging it to make sure that all mechanical noise has stopped. Not allowing the machine to finish this parking process may lead to print problems and possible damage to the print head.

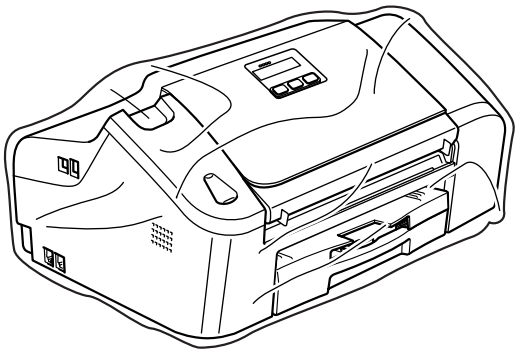
1. Open the ink cartridge cover.
2. Pull the lock release levers down and take out all the ink cartridges.
3. Install the yellow protective part, lift each lock release lever and push it until it clicks, and then close the ink cartridge cover.

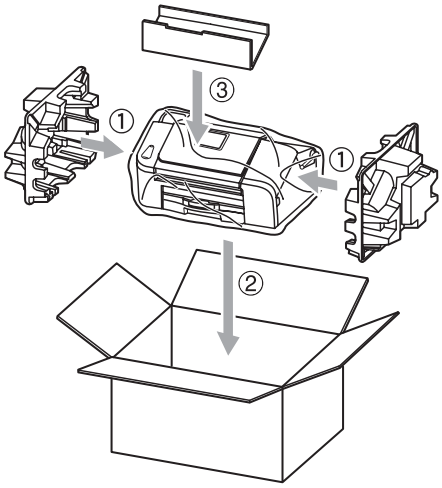


CAUTION

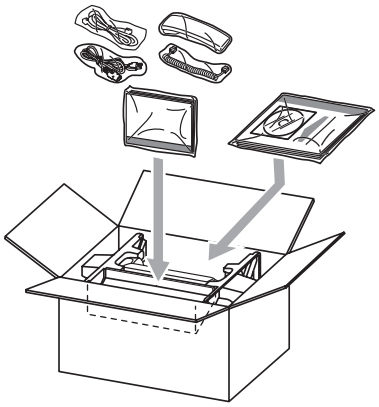
If you are not able to find the yellow protective part, DO not remove the ink cartridges before shipping. It is essential that the machine be shipped with either the yellow protective parts or the ink cartridges in position. Shipping without them will cause damage to your machine and may void your warranty. Please keep machine upright.

4. Unplug the machine from the telephone wall socket and take the telephone line cord out of the machine.
5. Unplug the machine from the electrical socket.
6. Unplug the interface cable from the machine, if it is connected.
7. If your machine has a handset, remove it and the handset curled cord.
8. Wrap the machine in the bag and put it in the original carton with the original packing material.





9 Pack the printed materials, and additional parts (handset, cords and CD) in the original carton as shown below. Do NOT pack the used ink cartridges in the carton.



10 Close the carton and tape it shut.

C Menu and Features

On-screen programming

Your machine is designed to be easy to use with LCD on-screen programming using the menu keys. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

Menu table

You can program your machine by using the menu table that begins on page 105. These pages list the menu selections and options.

Press **Menu** followed by the menu numbers to program your machine.

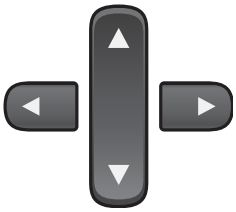
For example, to set beeper volume to `Low`.

1. Press **Menu**, **1**, **4**, **2**.
2. Press ▲ or ▼ to choose `Low`.
3. Press **OK**.

Memory storage

Even if there is a power failure, you will not lose your menu settings because they are stored permanently. Temporary settings (such as Contrast, Overseas mode, and so on) will be lost. You may have to reset the date and time.

Menu keys

	
Menu	Access the menu
OK	Go to the next menu level Accept an option
Clear / Back	Go back to the previous menu level. Delete an incorrect letter when you need to enter text into the machine.
	Scroll through the current menu level.
	Go back to the previous menu level.
	Exit the menu.

To access the menu mode:

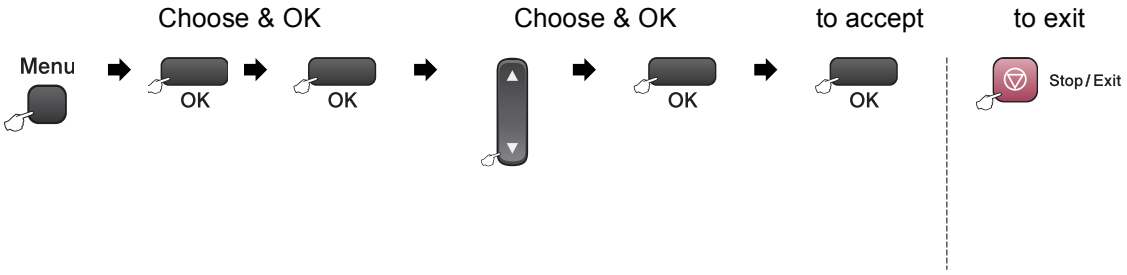
1. Press **Menu**.
2. Choose an option.
   - Press **1** for General Setup menu.
   - Press **2** for Fax menu.
   - Press **3** for Copy menu.

     ⋮
   - Press **0** for Initial Setup.

   You can scroll more quickly through each menu level by pressing ▲ or ▼ for the direction you want.
3. Press **OK** when that option appears on the LCD.
   The LCD will then show the next menu level.
4. Press ▲ or ▼ to scroll to your next menu selection.
5. Press **OK**.
   When you finish setting an option, the LCD shows `Accepted`.

Menu Table

The menu table will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
1.General Setup	**1.Mode Timer**	—	0 Sec **30 Secs*** 1 Min 2 Mins 5 Mins Off	Sets the time to return to Fax mode.	17
	2.Paper Type	—	**Plain Paper*** Inkjet Paper Brother Photo Other Photo Transparency	Sets the type of paper in the paper tray.	17
	3.Paper Size	—	Letter Legal **A4*** A5 10x15cm	Sets the size of the paper in the paper tray.	17

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
1.General Setup (Continued)	4.Volume	1.Ring	Off Low **Med*** High	Adjusts the ring volume.	17
		2.Beeper	Off **Low*** Med High	Adjusts the volume level of the beeper.	18
		3.Speaker	Off Low **Med*** High	Adjusts the speaker volume.	18
	5.Daylight Save	—	On Off	Changes for Daylight Savings Time manually.	18
	6.P.Save Setting	—	**On*** Off	Customizes the **Power Save** key not to receive faxes in power save mode.	16
	7.LCD Contrast	—	Light **Dark***	Adjusts the contrast of the LCD.	See Quick Setup Guide

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax	**1.Setup Receive** (In Fax mode only)	**1.Ring Delay**	(Example for Australia) **02*** 03 04 05 06 07 08 09 10	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	30
		2.F/T Ring Time	20 Sec **30 Sec*** 40 Sec 70 Sec (For New Zealand) 20 Sec **30 Sec*** 40 Sec 55 Sec	Sets the pseudo/double-ring time in Fax/Tel mode.	30
		3.Fax Detect	**On*** Semi Off	Receives fax messages without pressing **Start**.	31

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax (Continued)	1.Setup Receive (Continued) (In Fax mode only)	4.Remote Codes	On* (✱51, #51) (✱91, #91 for New Zealand) Off	Allows you to answer all calls at an extension or external phone and use codes to turn the machine on or off. You can personalize these codes.	44
		5.Auto Reduction	On* Off	Cuts the size of incoming faxes.	31
		6.Memory Receive	On* Off	Automatically stores any incoming faxes in its memory if it runs out of paper.	32
		7.Polling RX	Standard Secure Timer	Sets up your machine to poll another fax machine.	57
	2.Setup Send (In Fax mode only)	1.Contrast	Auto* Light Dark	Changes the lightness or darkness of faxes you send.	24
		2.Fax Resolution	Standard* Fine S.Fine Photo	Sets the default resolution for outgoing faxes.	24
		3.Delayed Fax	—	Set the time of day in 24 hour format that the delayed faxes will be sent.	26
		4.Batch TX	On Off*	Combines delayed faxes to the same fax number at the same time of day into one transmission.	26
		5.Real Time TX	Next Fax Only Off* On	Sends a fax without using the memory.	25
		6.Polled TX	Standard Secure	Sets up the document on your machine to be retrieved by another fax machine.	59
		7.Overseas Mode	On Off*	If you are having problems sending faxes overseas, set this to on.	25

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax (Continued)	3.Set Quick-Dial	1.One-Touch Dial	—	Stores One-Touch Dial numbers, so you can dial by pressing only a few keys (and **Start**).	46
		2.Speed-Dial	—	Stores Speed-Dial numbers, so you can dial by pressing only a few keys (and **Start**).	48
		3.Setup Groups	—	Sets up a Group number for Broadcasting.	49
	4.Report Setting	1.Transmission	On On+Image **Off*** Off+Image	Sets initial setup for Transmission Verification Report and Fax Journal.	56
		2.Journal Period	Off **Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days		55
	5.Remote Fax Opt	1.Forward/Store	**Off*** Fax Forward Fax Storage	Sets the machine to forward fax messages or to store incoming faxes in the memory so you can retrieve them while you are away from your machine.	50
		2.Remote Access	---✳	You must set your own code for Remote Retrieval.	51
		3.Print Document	—	Prints incoming faxes stored in the memory.	32
	6.Remaining Jobs	—	—	Checks which jobs are in the memory and lets you cancel chosen jobs.	26
	0.Miscellaneous	1.TX Lock	—	Prohibits most operations other than receiving faxes.	19
		2.Compatibility	**High*** Normal Basic	Adjusts the equalization for transmission problems.	94
		3.Distinctive (Not available in New Zealand)	On **Off***	Use with phone company distinctive ringing service allows you to have a voice number and fax number on the one phone line.	35 41

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax (Continued)	**0.Miscellaneous** (Continued)	**3.Faxability** (For New Zealand only)	On **Off***	If you have FaxAbility from Telecom, you can use this function to store the ringing pattern of your fax number. And if you set in to ON, you should use the registered number only.	38
		4.Caller ID	Display# Print Report	View or print a list of the last 30 Caller IDs stored in memory.	37 39 42
3.Copy	**1.Quality**	—	Best Fast **Normal***	Chooses the Copy resolution for your type of document.	64
	2.Brightness	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the brightness for copies.	66
	3.Contrast	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the contrast for copies.	66
	4.Color Adjust	**1.Red**	R:- □□□□■ + R:- □□□■□ + **R:- □□■□□ +*** R:- □■□□□ + R:- ■□□□□ +	Adjusts the amount of Red in copies.	66
		2.Green	G:- □□□□■ + G:- □□□■□ + **G:- □□■□□ +*** G:- □■□□□ + G:- ■□□□□ +	Adjusts the amount of Green in copies.	
		3.Blue	B:- □□□□■ + B:- □□□■□ + **B:- □□■□□ +*** B:- □■□□□ + B:- ■□□□□ +	Adjusts the amount of Blue in copies.	

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
4.Print Reports	1.XMIT Verify	—	—	Prints a Transmission Verification Report for your last transmission.	55
	2.Help List	—	—	Prints the Help List so you can see at-a-glance how to quickly program your machine.	56
	3.Quick-Dial	—	—	Lists name and numbers stored in the One-Touch and Speed-Dial memory, in numerical order.	56
	4.Fax Journal	—	—	Lists information about the last incoming and outgoing faxes. (TX means Transmit.) (RX means Receive.)	55
	5.User Settings	—	—	Lists your settings.	56
5.Machine Info.	1.Serial No.	—	—	Lets you check the serial number of your machine.	101
0.Initial Setup	1.Receive Mode	—	**Fax Only*** Fax/Tel External TAD Manual	Choose the receive mode that best suits your needs.	28
	2.Date/Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See Quick Setup Guide
	3.Station ID	—	Fax: Name:	Set your name and fax number to appear on each page you fax.	
	4.Tone/Pulse (Not available in New Zealand)	—	**Tone*** Pulse	Choose the dialling mode.	
	5.Dial Tone	—	Detection **No Detection***	Turns Dial Tone Detection on or off.	93

Entering Text

When you are setting certain menu selections, such as the Station ID, you may need to enter text into the machine. Most dial pads have three or four letters printed on keys. The keys for **0**, **#** and ✳ do not have printed letters because they are used for special characters.

By pressing the correct dial pads repeatedly, you can access the character you want.

Press Key	one time	two times	three times	four times
2	A	B	C	2
3	D	E	F	3
4	G	H	I	4
5	J	K	L	5
6	M	N	O	6
7	P	Q	R	S
8	T	U	V	8
9	W	X	Y	Z

Putting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between characters.

Making corrections

If you entered an incorrect letter and want to change it, press ◀ to move the cursor under the incorrect character. Then press **Clear/Back**. Re-enter the correct character. You can also back up and insert letters.

Repeating letters

If you need to enter a letter that is on the same key as the letter before, press ▶ to move the cursor to the right before you press the key again.

Special characters and symbols

Press ✳, **#** or **0**, and then press ◀ or ▶ to move the cursor under the special character or symbol you want. Then press **OK** to choose it.

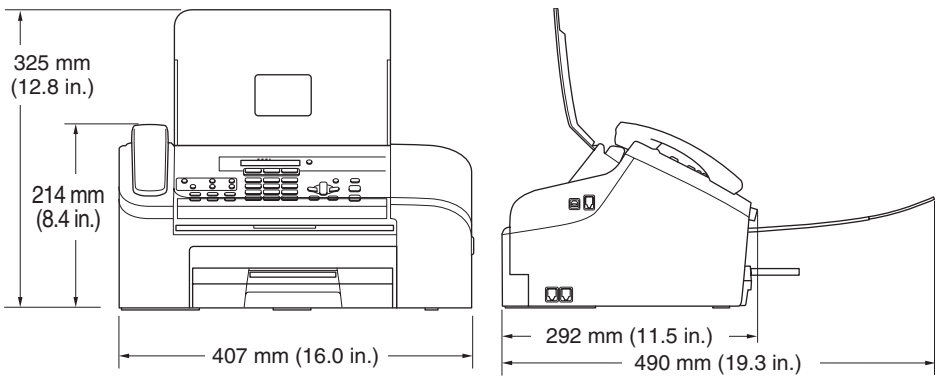
Press ✳	for	(space) ! " # $ % & ' ( ) ✳ + , - . / €
Press **#**	for	: ; < = > ? @ [ ] ^ _
Press **0**	for	Ä Ë Ö Ü À Ç È É 0

D Specifications

General

Memory Capacity	16 MB	
ADF (automatic document feeder)	Up to 20 pages	
	Temperature: 20° C - 30° C (68° F - 86° F)	
	Humidity: 50% - 70% (for using the ADF)	
	Paper: [80 g/m^2(20 lb)] A4 size	
Paper Tray	100 Sheets [80 g/m^2(20 lb)]	
Printer Type	Ink Jet	
Print Method	Mono:	Piezo with 94 × 1 nozzles
	Colour:	Piezo with 94 × 3 nozzles
LCD (Liquid Crystal Display)	16 characters × 1 line	
Power Source	AC 220 to 240V 50/60Hz	
Power Consumption	Power Save Mode:	Average 4 W
	Standby:	Average 6 W
	Operating:	Average 26 W

Dimensions



Weight	6.0 kg (13.2 lb)	
Noise	Operating:	50 dB [1]
Temperature	Operating:	10 to 35° C (50° F to 95° F)
	Best Print Quality:	20 to 33° C (68° F to 91° F)
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)

[1] This depends on printing conditions.

Print media

Paper Input	**Paper Tray** ■ Paper type: Plain paper, inkjet paper (coated paper), glossy paper [2], transparencies [1] [2] and envelopes ■ Paper size: Letter, Legal, Executive, A4, A5, A6, JIS B5, envelopes (commercial No.10, DL, C5, Monarch, JE4), Photo Card, Index card and Post card [3]. For more details, see *Paper weight, thickness and capacity for paper tray* on page 10. ■ Maximum paper tray capacity: Up to 100 sheets of 80 g/m^2 (20 lb) plain paper
Paper Output	Up to 50 sheets of 80 g/m^2 (20 lb) plain paper (face up print delivery to the output paper tray) [2]

1 Use only transparencies recommended for inkjet printing.

2 For glossy paper or transparencies, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid smudging.

3 See *Paper type and size for each operation* on page 9.

Fax

Compatibility	ITU-T Group 3
Coding System	MH/MR/MMR/JPEG
Modem Speed	Automatic Fallback 33,600 bps
Document Size	ADF Width: 89 mm to 215.9 mm (3.5 in. to 8.5 in.) ADF Height: 127 mm to 355.6 mm (5 in. to 14 in.)
Scanning Width	208 mm (8.2 in.)
Printing Width	204 mm (8.03 in.)
Grey Scale	256 levels
Polling Types	Standard, Secure, Timer, Sequential: (Monochrome only)
Contrast Control	Automatic/Light/Dark (manual setting)
Resolution	■ Horizontal 8 dot/mm (203 dot/in.) ■ Vertical Standard 3.85 line/mm (98 line/in.) (Mono) 7.7 line/mm (196 line/in.) (Colour) Fine 7.7 line/mm (196 line/in.) (Mono/Colour) Photo 7.7 line/mm (196 line/in.) (Mono) Superfine 15.4 line/mm (392 line/in.) (Mono)
Speed-Dial	100 stations
One-Touch	10 stations
Broadcasting	160 stations
Automatic Redial	3 times at 5 minute intervals
Auto Answer	2, 3, 4, 5, 6, 7, 8, 9 or 10 rings (for Australia) 1, 2, 3, 4, 5, 6, 7, 8, 9 or 10 rings (for New Zealand) 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 or 10 rings (for some countries)
Communication Source	Public switched telephone network.
Memory Transmission	Up to 200 [1]/170 [2] pages
Out of Paper Reception	Up to 200 [1]/170 [2] pages

[1] ‘Pages’ refers to the ‘Brother Standard Chart No. 1’ (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

[2] ‘Pages’ refers to the ‘ITU-T Test Chart #1’ (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

Copy

Colour/Monochrome	Yes/Yes
Document Size	ADF Width: 89 mm to 215.9 mm (3.5 in. to 8.5 in.) ADF Height: 127 mm to 355.6 mm (5 in. to 14 in.)
Copy Speed	Mono: Up to 18 pages/minute (A4 paper) [1] Colour: Up to 16 pages/minute (A4 paper) [1]
Multiple Copies	Stacks up to 99 pages Sorts up to 99 pages (Monochrome only)
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	(Monochrome) ■ Scans up to 600×1200 dpi ■ Prints up to 1200×1200 dpi (Colour) ■ Scans up to 600×1200 dpi ■ Prints up to 600×1200 dpi

[1] Based on Brother standard pattern. (Fast mode/Stack Copy) Copy speeds vary with the complexity of the document.

Scanner

Colour/Monochrome	Yes/Yes
TWAIN Compliant	Yes (Windows® 98/98SE/Me/2000 Professional/ XP [1]/Windows®XP Professional x64 Edition)
	Mac OS® X 10.2.4 or greater
WIA Compliant	Yes (Windows® XP [1])
Colour Depth	36 bit colour Processing (Input)
	24 bit colour Processing (Output)
	(Actual Input: 30 bit colour/Actual Output: 24 bit colour)
Resolution	Up to 2400 × 2400 dpi (interpolated) [2]
	Up to 600 × 1200 dpi (optical)
Scanning Speed	Colour: up to 9.03 sec.
	Mono: up to 4.05 sec.
	(A4 size in 100 × 100 dpi)
Document Size	ADF Width: 89 mm to 215.9 mm (3.5 in. to 8.5 in.)
	ADF Height: 127 mm to 355.6 mm (5 in. to 14 in.)
Scanning Width	210 mm (8.26 in.)
Grey Scale	256 levels

1 Windows® XP in this User's Guide includes Windows® XP Home Edition, Windows® XP Professional, and Windows® XP Professional x64 Edition.

2 Maximum 1200 × 1200 dpi scanning when using the WIA Driver for Windows® XP

Printer

Printer Driver	Windows® 98/98SE/Me/2000 Professional and XP [1]/Windows® XP Professional x64 Edition driver supporting Brother Native Compression mode and bi-directional capability Brother Ink Driver For Mac OS® X 10.2.4 or greater
Resolution	Up to 1200 × 6000 dpi [2] 1200 × 2400 dpi 1200 × 1200 dpi 600 × 600 dpi 600 × 300 dpi 600 × 150 dpi
Print Speed	Mono: Up to 25 pages/minute (A4 paper) [3] Colour: Up to 20 pages/minute (A4 paper) [3]
Printing Width	204 mm (210 mm) [4] (A4 Size)
Disk-Based Fonts	35 TrueType Fonts bundled with the CD-ROM.
Borderless	Letter, A4, A6, Photo Card, Index Card, Photo 2L 5"×7", Post Card [5]

1 Windows® XP in this User's Guide includes Windows® XP Home Edition, Windows® XP Professional, and Windows® XP Professional x64 Edition.

2 Output image quality varies based on many factors including, but not limited to input image resolution and quality and print media.

3 Based on Brother standard pattern.
A4 size in draft mode.

4 When you set the Borderless feature to On.

5 See *Paper type and size for each operation* on page 9.

Interfaces

USB	A USB 2.0 interface cable that is no longer than 6 feet (2.0 m). [1] [2]

1 Your machine has a full-speed USB 2.0 interface. This interface is compatible with USB 2.0; however, the maximum data transfer rate will be 12 Mbits/s. The machine can also be connected to a computer that has a USB 1.1 interface.

2 Third party USB ports are not supported for Macintosh®.

Computer requirements

Minimum System Requirements								
Computer Platform & Operating System Version		**Supported PC Software Functions**	**PC Interface**	**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Available Hard Disk Space**	
							for Drivers	for Applications
Windows® [1] Operating Systems	98, 98SE	Printing, PC-FAX Send [3], Scanning	USB	Intel® Pentium® II or equivalent	32 MB	128 MB	120 MB	130 MB
	Me				64 MB	256 MB		
	2000 Professional				128 MB	256 MB	170 MB	220 MB
	XP Home XP Professional							
	XP Professional x64 Edition			AMD Opteron™ AMD Athlon™ 64 Intel® Xeon™ with Intel® EM64T Intel® Pentium® 4 with Intel® EM64T	256 MB	512 MB	170 MB	220 MB
Apple® Macintosh® Operating Systems	OS X 10.2.4 or greater	Printing, PC-FAX Send [3], Scanning	USB [2]	Power PC G3/G4/G5, Intel® Core™ Solo/Duo. 350MHz	128 MB	256 MB	80 MB	200 MB

[1] Microsoft® Internet Explorer 5 or greater.

[2] Third party USB ports are not supported.

[3] PC Fax supports black and white faxing only.

For the latest driver updates, access the Brother Solutions Center at http://solutions.brother.com

Consumable items

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	Black - Approximately 500 pages at 5% coverage. Yellow, Cyan and Magenta - Approximately 400 pages at 5% coverage ■ The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality print outs. This process will only happen once. With all following ink cartridge you can print the specified number of pages. ■ The above figures assume continuous printing at a resolution of 600 x 600 dpi in normal mode after installing new ink cartridge. ■ The number of pages a cartridge will print may change depending on how often you use the machine and how many pages you print with each use. ■ The machine will automatically and periodically clean the print head assembly, a process that uses a small amount of ink. ■ When the machine identifies a cartridge as empty there may be a small amount of ink left in it. This is necessary to prevent air from drying out and damaging the print head assembly.
Replacement Consumables	<Black> LC57BK, <Yellow> LC57Y, <Cyan> LC57C, <Magenta>LC57M

E Glossary

This is a comprehensive list of features and terms that appear in Brother manuals. Availability of these features depends on the model you purchased.

ADF (automatic document feeder)
The document can be placed in the ADF and scanned one page at a time automatically.

Auto Reduction
Reduces the size of incoming faxes.

Automatic fax transmission
Sending a fax without picking up the handset of an external phone.

Automatic Redial
A feature that enables your machine to redial the last fax number after five minutes if the fax did not go through because the line was busy.

Backup Print
Your machine prints a copy of every fax that is received and stored in memory.This is a safety feature so you will not lose messages during a power failure.

Batch Transmission
(Black and white faxes only) As a cost saving feature, all delayed faxes to the same fax number can be sent as one transmission.

Beeper Volume
Volume setting for the beep when you press a key or make an error.

Brightness
Changing the Brightness makes the whole image lighter or darker.

Broadcasting
The ability to send the same fax message to more than one location.

Caller ID
A service purchased from the telephone company that lets you see the number (or name) of the party calling you.

Cancel Job
Cancels a programmed job, like Delayed Fax or Polling.

CNG tones
The special tones (beeps) sent by fax machines during automatic transmission to tell the receiving machine that a fax machine is calling.

Coding method
Method of coding the information contained in the document. All fax machines must use a minimum standard of Modified Huffman (MH). Your machine is capable of greater compression methods, Modified Read (MR), Modified Modified Read (MMR) and JPEG, if the receiving machine has the same capability.

Communication error (Comm. Error)
An error during fax sending or receiving, usually caused by line noise or static.

Compatibility group
The ability of one fax unit to communicate with another. Compatibility is assured between ITU-T Groups.

Contrast
Setting to compensate for dark or light documents, by making faxes or copies of dark documents lighter and light documents darker.

Delayed Fax
Sends your fax at a specified time later.

Dual Access
Your machine can scan outgoing faxes or scheduled jobs into memory at the same time it is sending a fax from memory or receiving or printing an incoming fax.

ECM (Error Correction Mode)

Detects errors during fax transmission and resends the pages of the fax that had an error.

Extension phone

A telephone using the same line as your fax but plugged into a separate wall socket.

External phone

A TAD (telephone answering device) or telephone that is connected to your machine.

F/T Ring Time

The length of time that the Brother machine rings (when the Receive Mode setting is Fax/Tel) to notify you to pick up a voice call that it answered.

FaxAbility

A subscriber service purchased from the telephone company that provides another phone number on an existing phone line. The Brother fax machine uses the new number to simulate a dedicated fax line.

Fax Detect

Enables your machine to respond to CNG tones if you interrupt a fax call by answering it.

Fax Forwarding

Sends a fax received into the memory to another pre-programmed fax number.

Fax Journal

Lists information about the last 200 incoming and outgoing faxes. TX means Transmit. RX means Receive.

Fax Receive Code

Press this code [✳ **5 1** (✳ **9 1** for New Zealand)] when you answer a fax call on an extension or external phone.

Fax Storage

You can store received faxes in the memory.

Fax tones

The signals sent by sending and receiving fax machines while communicating information.

Fax/Tel

You can receive faxes and telephone calls. Do not use this mode if you are using a telephone answering device (TAD).

Fine resolution

Resolution is 203 × 196 dpi. It is used for small print and graphs.

Grey scale

The shades of grey available for copying, scanning and faxing photographs.

Group number

A combination of One-Touch and Speed-Dial numbers that are stored on a One-Touch key or a Speed-Dial location for Broadcasting.

Help list

A printout of the complete Menu table that you can use to program your machine when you do not have the User's Guide with you.

Journal Period

The pre-programmed time period between automatically printed Fax Journal Reports. You can print the Fax Journal on demand without interrupting the cycle.

LCD (liquid crystal display)

The display screen on the machine that shows interactive messages during On-Screen Programming and shows the date and time when the machine is idle.

Manual fax

On some models you can dial a fax number and listen to the receiving fax machine answer your call before you press **Mono Start** or **Colour Start** to begin sending the fax.

Menu mode

Programming mode for changing your machine's settings.

OCR (optical character recognition)

The bundled (ScanSoft® Paperport® SE with OCR or Presto!® PageManager) software application converts an image of text to text you can edit.

One-Touch

Keys on the machine's control panel where you can store numbers for easy dialing. You can store a second number on each key if you press **Shift** and the One-Touch Key together.

Out of Paper Reception

Receives faxes into the machine's memory when the machine is out of paper.

Overseas Mode

Makes temporary changes to the fax tones to accommodate noise and static on overseas phone lines.

Pause

Allows you to place a 3.5 second delay in the dialling sequence stored on One-Touch and Speed-Dial numbers. Press **Redial/Pause** as many times as needed for longer pauses.

Polling

The process of a fax machine calling another fax machine to retrieve waiting a fax.

Pulse (Not available in New Zealand)

A form of rotary dialling on a telephone line.

Quick Dial List

A listing of names and numbers stored in One-Touch and Speed-Dial memory, in numerical order.

Real Time Transmission

When memory is full, you can send faxes in real time.

Remaining jobs

You can check which jobs are waiting in memory and cancel jobs individually.

Remote Access Code

Your own four-digitcode (---✳) that allows you to call and access your machine from a remote location.

Remote Retrieval Access

The ability to access your machine remotely from a touch tone phone.

Resolution

The number of vertical and horizontal lines per inch. See: Standard, Fine, Super Fine and Photo.

Ring Delay

The number of rings before the machine answers in `Fax Only` and `Fax/Tel` modes.

Ring Volume

Volume setting for the machine's ring.

Scanning

The process of sending an electronic image of a paper document into your computer.

Search

An electronic, alphabetical listing of stored One-Touch, Speed-Dial and Group numbers.

Speed-Dial

A pre-programmed number for easy dialling. You must press **Search/Speed Dial**, **#**, the two digit code, and **Mono Start** or **Colour Start** to start the dialling process.

Standard resolution

203 × 97 dpi. It is used for regular size text and quickest transmission.

Station ID

The stored information that appears on the top of faxed pages. It includes the sender's name and fax number.

Super Fine resolution

392 × 203 dpi. Best for very small print and line art.

Temporary settings

You can choose certain options for each fax transmission and copy without changing the default settings.

Tone (Not available in New Zealand)

A form of dialling on the telephone line used for Touch Tone telephones.

Transmission

The process of sending faxes over the phone lines from your machine to the receiving fax machine.

Transmission Verification Report

A listing for each fax sent, that shows its date, time and number.

User Settings

A printed report that shows the current settings of the machine.

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For Australia

Warranty – For details about the warranty on your Brother Product, please visit: www.brother.com.au

Repair – For warranty service for your Brother Product you will need evidence of original purchase (e.g. a copy of the sales docket).

Contact Brother International (Aust) Pty Ltd for details about your nearest Authorised Warranty Centre or visit: www.brother.com.au

Support – For support for your Brother Product other than what you can resolve through the User Guide,

Visit our website: www.brother.com.au

or visit our Solutions website for FAQs (Frequently Asked Questions), Driver Updates & Utilities, Product Support: http://solutions.brother.com

You can contact the Product Support Centre for any technical or customer care/support enquiry you may have about your Brother Product.

Product Support Centre - Australia

Brother International (Aust) Pty Ltd

Phone: 02 8875 6000 Fax: 02 9870 7223

email: productsupport@brother.com.au

http://www.brother.com.au

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